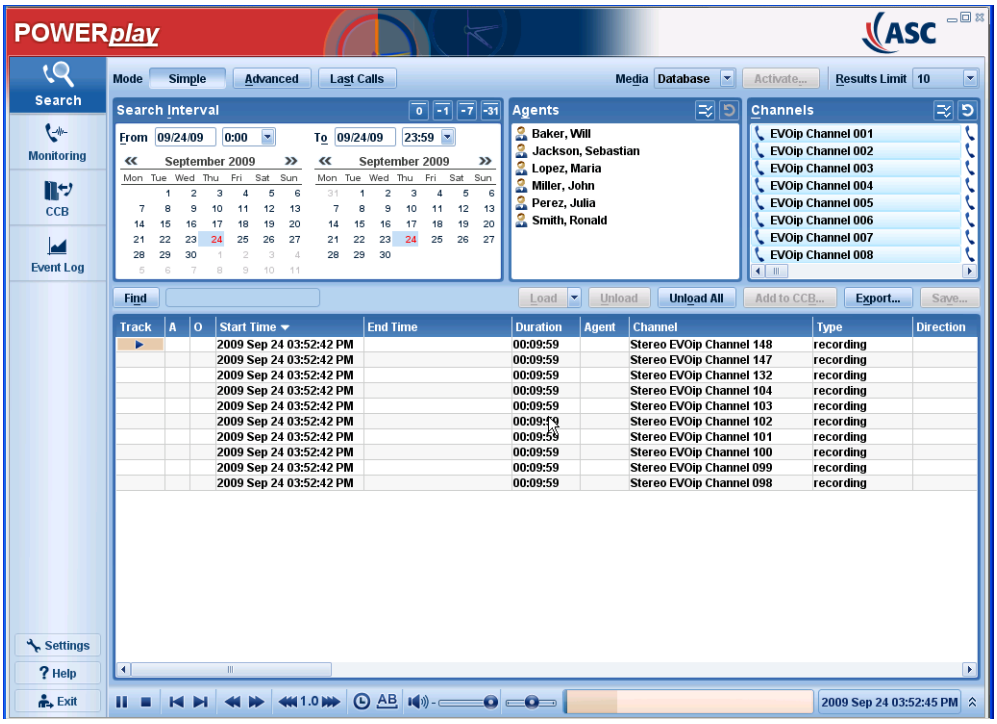
POWER*play* (Local Operation)



User Manual

Version 9.0
Date 2009/10/07

This manual is valid for the following ASC products:

- EVO*ip* Server Software
- INTERACTION Software
- MARATHON EVOLUTION XXL / MARATHON EVOLUTION / MARATHON EVO*lite*

Please note, that you can always find the most up-to-date technical documentation on our web site at http://www.asctele-com.com (partner area). The ASC partner portal also provides the latest product updates.

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1 Description of the Software

The POWER*play* is the Search & Replay Client for the EVO*ip* Server Software, MARATHON EVOLUTION XXL / MARATHON EVOLUTION / MARATHON EVO*lite* Systems.

This manual is designed for the local operation.

1.1 Installation

The software is already installed on the recorder.

2 Operation of the POWER*play*

2.1 Starting the Program

To run the POWER*play* locally on the recorder select the respective item from the Portal.

HINT

The start of the programm can take a few seconds. Please click only once for starting the application. If an error occurs a message will be shown.

HINT

The login procedure may also fail due to access rights of the current user. If the user is trying a local login without having the appropriate right, the message *You don't have the right for local login* will be displayed. In this case ask your system administrator to grant you the appropriate right.

2.2 Overview of the Main Window

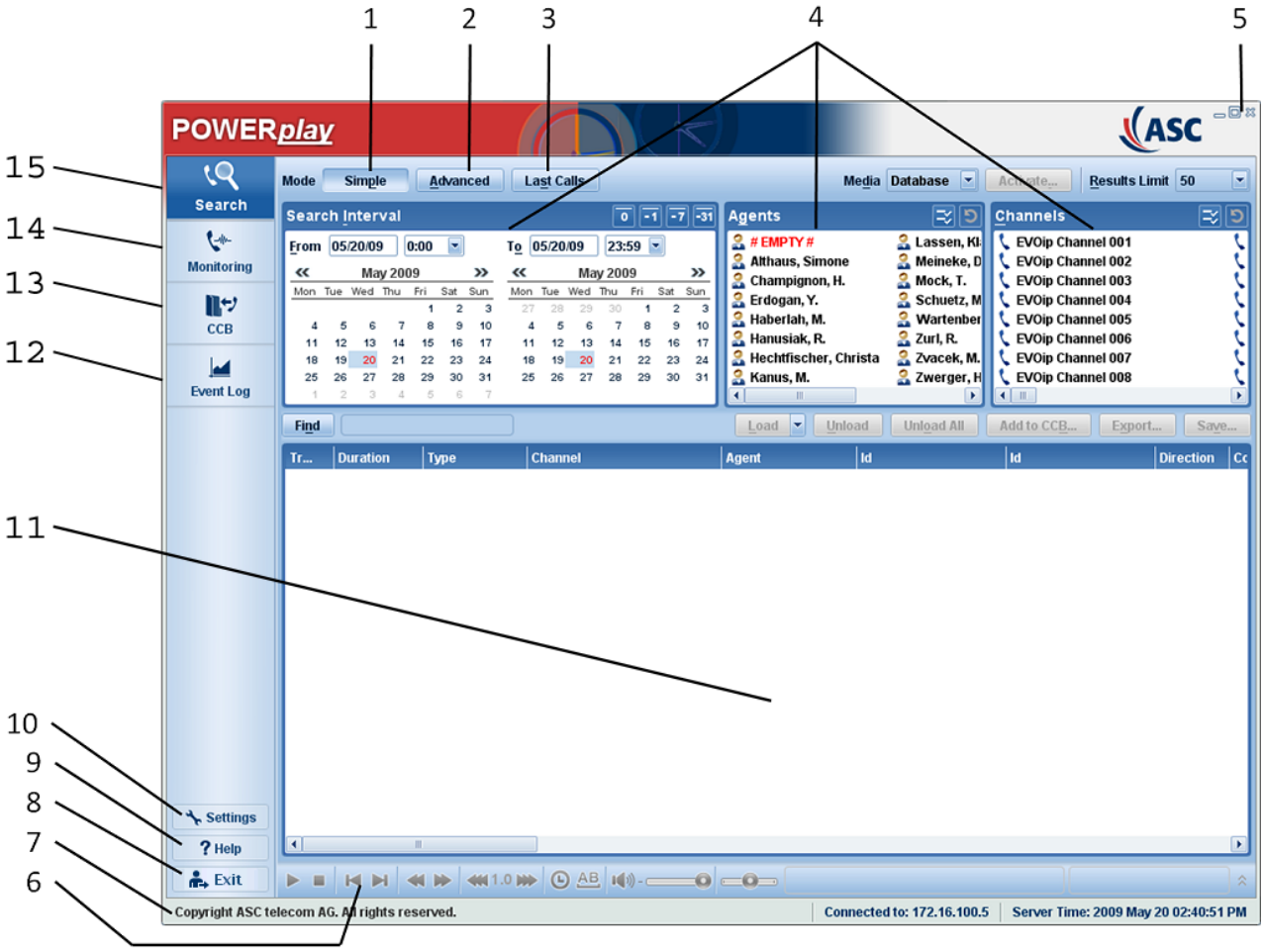


*Fig. 1 - POWER*play* main window*

The main windows, sub windows and functions of the POWER*play* are marked with the numbers 1 to 15:

1	**Strg-1**	**(Search) Simple**	Simple search with basic parameters.
2	**Strg-2**	**(Search) Advanced**	More sophisticated search providing all possible search parameters.
3	**Strg-3**	**(Search) Last Calls**	Search with immediately starting the latest call for replay.
4		**Search Criteria**	Possibility to apply search criteria.
5		**Exit (x)**	Closes the POWER*play* and the user returns to the Portal.
6		**Player**	Provides controls for replay.
7		**Status Bar**	Informs about additional information of the buttons, the IP address resp. the name of the connected server as well as the server time.
8	**F12**	**Exit**	Leaves the POWER*play* and the user returns to the Portal.

9	**F1**	**Help**	Opens the online help system.
10	**F7**	**Settings**	Allows you to change the settings and the user password.
11		**Search Results**	Shows the search results.
12	**F11**	**Event Log**	Shows the error list, hints and warnings of the recorder.
13	**F9**	**CCB (Call Collection Box)**	Individual call collection.
14	**F6**	**Monitoring**	Allows direct monitoring of calls (depending on your access rights).
15	**F3**	**Search**	Starts searching for calls with the defined search parameters.

2.3 Simple Search

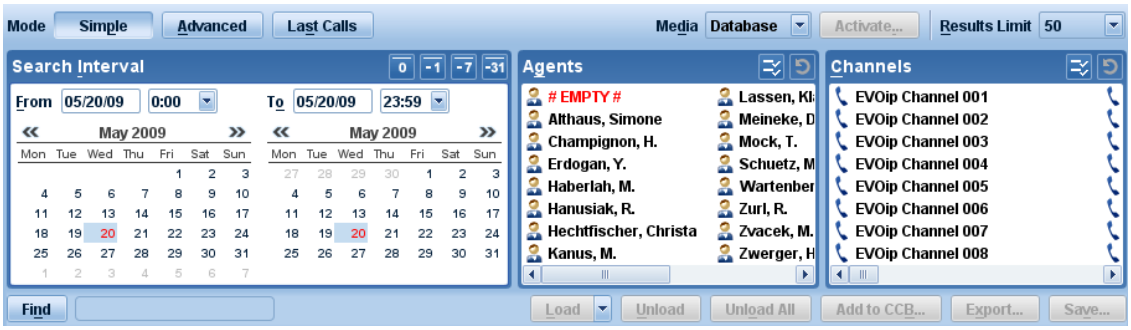


Fig. 2 - Quick Find

Within the main menu *Search* the mode *Simple* is used to search for calls very quickly. It provides the search criteria *Search Interval*, *Agents* and *Channels*. The search results will be displayed in the search results table below (for details refer to section 2.7 - Search Results).

HINT

Depending on the user rights, a user may only see the search criteria *Agents* or *Channels*.

Media

The parameter `Media` defines the medium the search will be executed on. It is by default set to *Database*. Available archive media will be listed in the dropdown menu and can be selected for search.

HINT

It is only possible to search or replay from archive media if this medium has been ejected and terminated before (please refer to the User Manual *Portal* 2.4.5 - Terminating a Medium).

Results Limit

The parameter `Results Limit` is used to define the maximum number of displayed search results. Select the value 1, 5, 10, 20, 50, 100, 200, 500 or 1000 from the dropdown menu or enter an individual value.

Buttons

Find	Starts the search.
Stop	Cancels the current search.

The search results will be displayed in the search results table at the bottom of the window (please refer to 2.7 - Search Results).

2.3.1 Search Interval

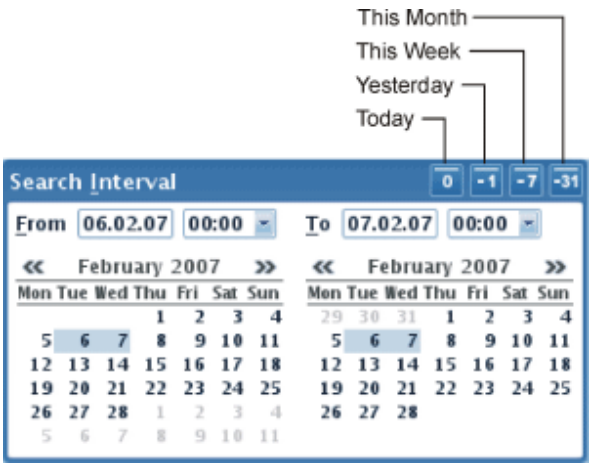


Fig. 3 - Search Interval

The `Date from` and `Date to` parameters can be set by typing directly in the `Day` text fields or by using the calendar menus. You can select the start date in the left calendar menu and the end time in the right calendar menu by a simple mouse click on the desired date.

HINT

The *Date from* value must be smaller than the *Date to* value!

Use the “Today”, "Yesterday“, “This Week” and “This Month” buttons to set the search to the current day, to yesterday or to the week or the month that preceded the current day.

2.3.2 Searching for Agents or Channels

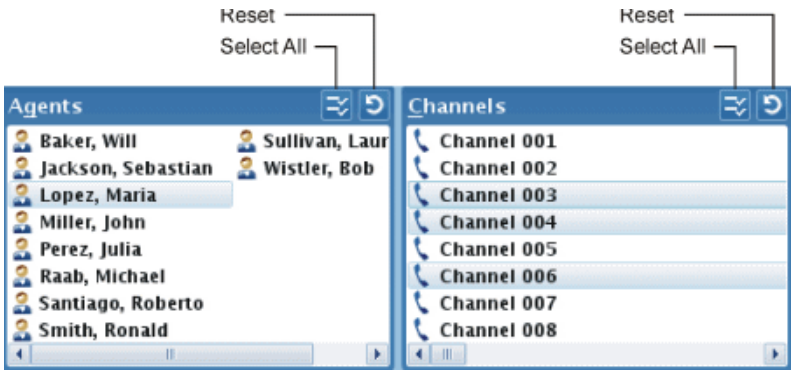


Fig. 4 - Search for Agents/Channels

It is possible to select several different entries by single mouse clicks on the desired entries while pressing *Ctrl*. Select several consecutive entries by clicking on the first entry, pressing the "SHIFT" key and clicking on the last entry of the row or by clicking on the first entry and drawing the mouse over the desired entries. The entry *#EMPTY#* represents an empty field. If you search with this parameter, the system will find calls where the field *Agents* is empty.

The “Select All” button selects all entries in the list. The “Reset” button clears the selection.

2.4 Detailed Search

Fig. 5 - Detailed Search

In the main menu *Search* In the *Detailed Search* box the user can select all search parameters he/she has access to. Activate a search criterion by checking the check box left to the criterion.

Media

The parameter `Media` in the header line of this box defines the medium the search will be executed on. It is by default set to `Database`. Available archive media will be listed in the dropdown menu and can be selected for search.

HINT

It is only possible to search or replay from archive media if this medium has been ejected and terminated before (please refer to the User Manual MARATHON EVOLUTION / MARATHON EVO*lite* - Part B Portal 2.4.5 - Terminating a Medium).

Results Limit

The parameter `Results Limit` in the header line of this box is used to define the maximum number of displayed search results. Select the value 1, 5, 10, 20, 50, 100, 200, 500 or 1000 from the dropdown menu or enter an individual value.

Buttons

Find	Starts the search.
Stop	Cancels the current search.

The search results will be displayed in the search results table at the bottom of the window (refer to section 2.7 - Search Results).

2.4.1 Search Criteria

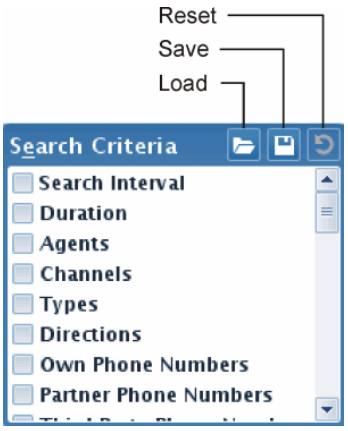


Fig. 6 - Search Criteria

Check the check boxes left to the desired search criterion and use the " " button in the header line of this small box to save it as a XML file on your local system. Select the storage location and the file name in the opening dialog box. Click *Save* for saving the informations or *Cancel* for abort.

The search criterion can be later retrieved with the "" Button. For this select the storage location and the required XML file in the dialog box. Click *Open* to load the search information or *Cancel* for stopping this process.

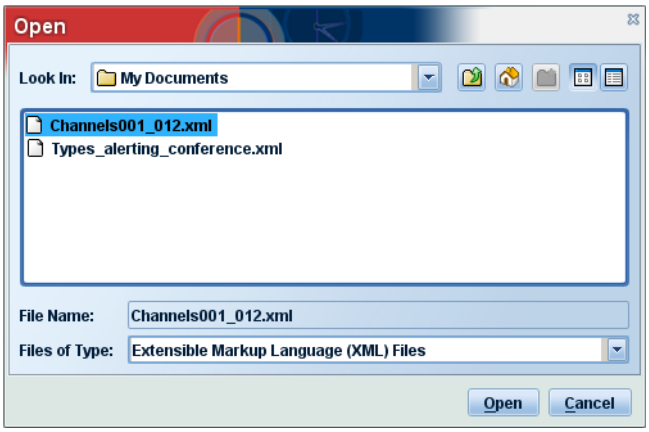


Abb. 7 - Loading of Search Criterias

The "" button resets all search criteria to their initial state which matches the user access rights.

If the user's access rights have changed since the *Save* command has been executed for the last time and the user now tries to reload them, a warning message will be issued showing the altered search criteria and giving the hint to save the adjusted criteria, so that they can be used in future sessions.

You can use the following search criteria:

- Search Interval
- Agents
- Channels
- Duration
- Types
- Directions
- Own Phone Numbers
- Partner Phone Numbers
- Third Party Phone Numbers
- DTMF Sequence
- Comments
- Text 1 .. Text 20
- Nummer 1 .. Nummer 10

2.4.1.1 Search Time

Select a search time as described in section 2.3.1 - Search Interval.

2.4.1.2 Duration

Fig. 8 - Duration

These search criteria allow to restrict the search according to the call duration.

The following criteria are possible:

- calls with a duration higher than or equal to the value defined here
- calls with a duration smaller than the value defined here
- calls with a duration between the two values defined here

HINT

The value entered for the parameter *more than* is included in the search, but the value entered for the parameter *less than* is excluded from the search.

HINT

Only those parameters with checked checkboxes will be considered in the search.

2.4.1.3 Channels and Agents

Select channels and / or agents as described in section 2.3.2 - Searching for Agents or Channels.

2.4.1.4 Types

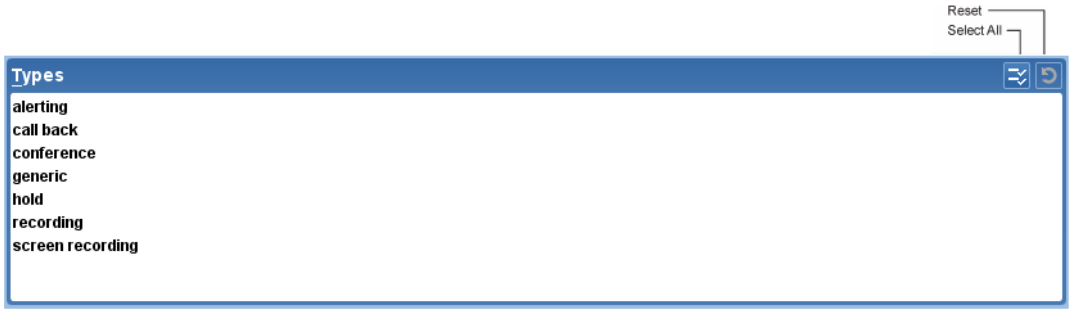


Fig. 9 - Types

Types	Description
Alerting	Search for calls with the type information „alerting“.
Call Back	Search for calls with the type information „call back“.
Conference	Search for conference calls.
Generic	Search for CTI data only.
Hold	Search for calls with the type information „hold“.
Recording	Search for call data.
Screen recording	Search for screen recording.

Select one or more call types and add it/them to the search list.

To select all entries, click the “Select All” button.

To remove all entries from the list, click the “Reset” button.

2.4.1.5 Directions

Fig. 10 - Directions

Select one or more call directions and add it/them to the search list. The following directions are available:

- outgoing: The agent calls somebody
- outbound: The call routed through the PBX
- incoming: The agents telephone rings
- inbound: The incoming call is routed through the PBX

To select all entries, click the “Select All” button.

To remove all entries from the list, click the “Reset” button.

2.4.1.6 Own Phone Numbers, Partner Phone Numbers & Third Party Phone Numbers

Fig. 11 - Own/Partner/Third Party Phone Number

Enter the phone number to be searched for into the text field. By clicking the button „New“ and afterwards „Enter“ without an input the field *#EMPTY#* will be created. Use this parameter to search for calls with an empty field *Telephone Number*.

HINT

Only the selected entries are considered in the search!

To select all entries click the “Select All” button.

To remove all entries from the list click the “Reset” button.

To remove an entry, select it and click the “Delete” button.

HINT

For searching you can use wild cards (see section 2.4.2 - Using Wild Cards).

2.4.1.7 DTMF Sequence

Fig. 12 - DTMF Sequence

Enter figures or characters in the text field and hit the *Enter* key to add them to the search list. By clicking the button „New“ and afterwards „Enter“ without an input the field *#EMPTY#* will be created. Use this parameter to search for calls with an empty field *DTMF Sequence*.

HINT

Only the selected entries are considered in the search!

To select all entries, click the “Select All” button.

To remove all entries from the list, click the “Reset” button.

To remove an entry, select it and click the “Delete” button.

HINT

This search criterion will only be active if the user has the right to see his/her own phone number or the partner’s phone number.

2.4.1.8 Comments, text and number fields

Fig. 13 - Comments, text and number fields

Enter search strings into the text field and add them to the search list by pressing “Enter”. By clicking the button „New“ and afterwards „Enter“ without an input the field *#EMPTY#* will be created. Use this parameter to search for calls with an empty field *Comments*.

HINT

Only the selected entries are considered during a search!

To select all entries click the “Select All” button.

To remove all entries from the list click the “Reset” button.

To remove an entry, select it and click the “Delete” button.

HINT

For searching you can use wild cards (see section 2.4.2 - Using Wild Cards).

2.4.2 Using Wild Cards

The sign "?" can be used as wild card at the beginning, in the middle or at the end of a search string.

Examples:

- Enter „Miller**?**“ to find all entries starting with „Miller“ - e. g. Miller Frank, Miller John etc.
- Enter „**?**er“ to find all entries ending with „er“ - e. g. Miller, Manager, etc.
- Enter „c**?**te“ to find all entries beginning with „c“ and ending with „te“ - e. g. communicate, create etc.
- Enter „**?**in**?**“ to find all entries including at least „in“ - e. g. beginning, ending etc.
- Enter „**?**60**?**“ to find all entries including the numerical sequence „60“ - e. g. 06021/500, 06022/321, 0911/5060 etc.

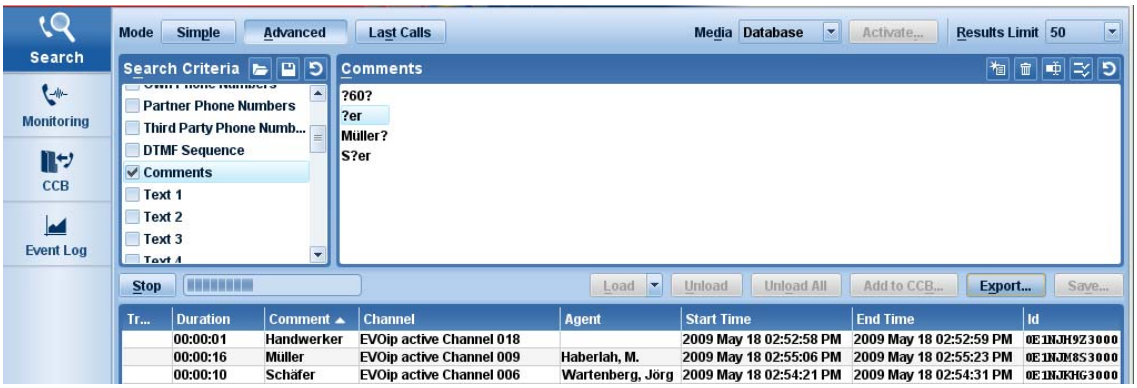


Fig. 14 - Searching with Wild Cards

2.5 Last Calls

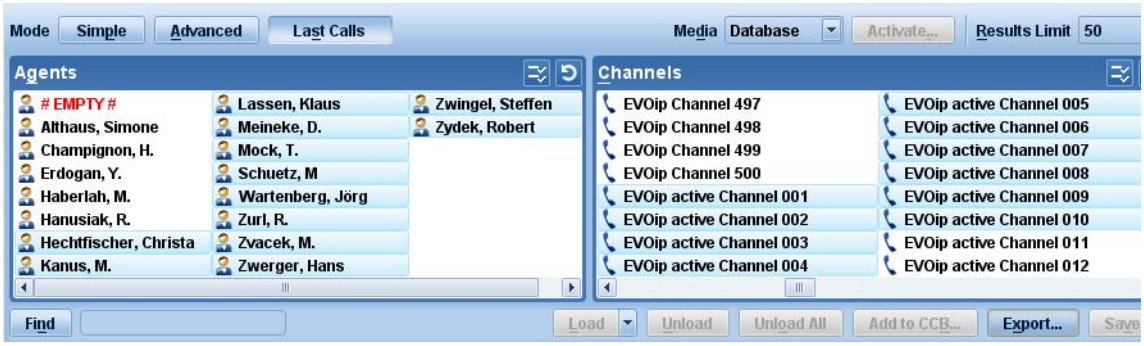


Fig. 15 - Last Call Repeat

In the *Last Calls* box of the main menu *Search* the user can search for the latest calls of the selected *Agents* and/or *Channels*. Select channels and / or agents as described in section 2.3.2 - Searching for Agents or Channels.

The latest call will automatically be loaded and replayed by the POWER*play*.

Media

The parameter `Media` in the header line of this box defines the medium the search will be executed on. It is by default set to *Database*. Available archive media will be listed in the dropdown menu and can be selected for search.

HINT

It is only possible to search or replay from archive media if this medium has been ejected and terminated before (please refer to the User Manual *Portal* 2.4.5 - Terminating a Medium).

Results Limit

The parameter `Results Limit` in the header line of this box is used to define the maximum number of displayed search results. Select the value 1, 5, 10, 20, 50, 100, 200, 500 or 1000 from the dropdown menu or enter an individual value.

Buttons

Starts the search.

Cancels the current search.

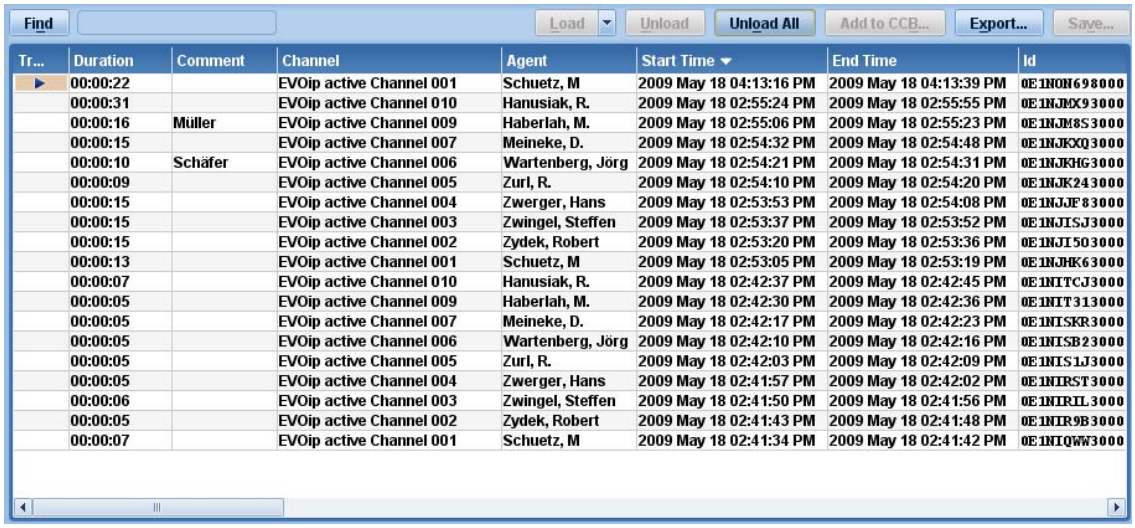
The search results will be displayed in the search results table at the bottom of the window (please refer to section 2.7 - Search Results).

2.6 Search on foreign media

It is not possible to search for channels on media which has been recorded on another MARATHON EVOLUTION / MARATHON EVO*lite*.

To search for duration, telephone numbers, agents etc. is the same as by local recorded media.

2.7 Search Results



Tr...	Duration	Comment	Channel	Agent	Start Time	End Time	Id
▶	00:00:22		EVOip active Channel 001	Schuetz, M	2009 May 18 04:13:16 PM	2009 May 18 04:13:39 PM	0E1NON698000
	00:00:31		EVOip active Channel 010	Hanusiak, R.	2009 May 18 02:55:24 PM	2009 May 18 02:55:55 PM	0E1NJMX93000
	00:00:16	Müller	EVOip active Channel 009	Haberlah, M.	2009 May 18 02:55:06 PM	2009 May 18 02:55:23 PM	0E1NJM8S3000
	00:00:15		EVOip active Channel 007	Meineke, D.	2009 May 18 02:54:32 PM	2009 May 18 02:54:48 PM	0E1NJKXQ3000
	00:00:10	Schäfer	EVOip active Channel 006	Wartenberg, Jörg	2009 May 18 02:54:21 PM	2009 May 18 02:54:31 PM	0E1NJKHG3000
	00:00:09		EVOip active Channel 005	Zurl, R.	2009 May 18 02:54:10 PM	2009 May 18 02:54:20 PM	0E1NJK243000
	00:00:15		EVOip active Channel 004	Zwerger, Hans	2009 May 18 02:53:53 PM	2009 May 18 02:54:08 PM	0E1NJJF83000
	00:00:15		EVOip active Channel 003	Zwingel, Steffen	2009 May 18 02:53:37 PM	2009 May 18 02:53:52 PM	0E1NJISJ3000
	00:00:15		EVOip active Channel 002	Zydek, Robert	2009 May 18 02:53:20 PM	2009 May 18 02:53:36 PM	0E1NJI503000
	00:00:13		EVOip active Channel 001	Schuetz, M	2009 May 18 02:53:05 PM	2009 May 18 02:53:19 PM	0E1NJHK63000
	00:00:07		EVOip active Channel 010	Hanusiak, R.	2009 May 18 02:42:37 PM	2009 May 18 02:42:45 PM	0E1NITCJ3000
	00:00:05		EVOip active Channel 009	Haberlah, M.	2009 May 18 02:42:30 PM	2009 May 18 02:42:36 PM	0E1NIT313000
	00:00:05		EVOip active Channel 007	Meineke, D.	2009 May 18 02:42:17 PM	2009 May 18 02:42:23 PM	0E1NISKR3000
	00:00:05		EVOip active Channel 006	Wartenberg, Jörg	2009 May 18 02:42:10 PM	2009 May 18 02:42:16 PM	0E1NISB23000
	00:00:05		EVOip active Channel 005	Zurl, R.	2009 May 18 02:42:03 PM	2009 May 18 02:42:09 PM	0E1NIS1J3000
	00:00:05		EVOip active Channel 004	Zwerger, Hans	2009 May 18 02:41:57 PM	2009 May 18 02:42:02 PM	0E1NIRST3000
	00:00:06		EVOip active Channel 003	Zwingel, Steffen	2009 May 18 02:41:50 PM	2009 May 18 02:41:56 PM	0E1NIRIL3000
	00:00:05		EVOip active Channel 002	Zydek, Robert	2009 May 18 02:41:43 PM	2009 May 18 02:41:48 PM	0E1NIR9B3000
	00:00:07		EVOip active Channel 001	Schuetz, M	2009 May 18 02:41:34 PM	2009 May 18 02:41:42 PM	0E1NIQWW3000

Fig. 16 - Search Results

The results of each search are displayed in a window in the middle of the main menu *Search*. To select a call click on the call or use the arrow keys to move up or down. A selected call will be highlighted. To replay a selected call it first has to be loaded into the *Simple Player* (refer to section 2.8.1 - Simple Player) by double-click or by clicking the *Load* button in the header line of this box.

Archived calls can be recognized by a check in column *A*. If this call should be loaded for replay and is no longer available on the MARATHON EVOLUTION / MARATHON EVO*lite* the following message will be displayed:

Fig. 17 - Archive Media Monitor Message

The required medium must be available in the archive drive. If this media is available in the archive drive, click *Continue* to load the call directly from the archive media. As soon as the call has been loaded, it is available for replay.

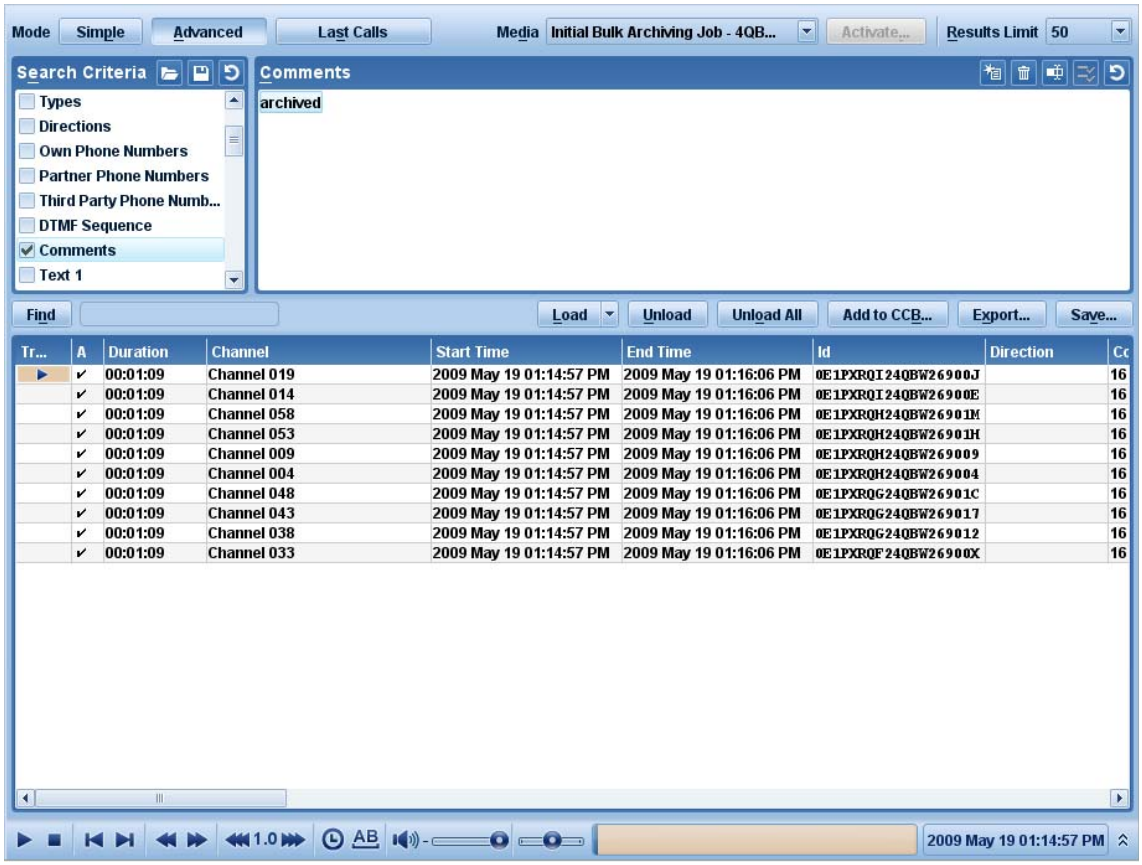


Abb. 18 - Search Result with an Archived Call

Buttons

	Loads selected call(s) into the Player.
	Via the context menu you can select between „Multimedia“ (Loads the selected call, i.e. sound or screen and the corresponding sound or screen recording. Both players will be started), „Selection“ (loads only the selected call) and „Linked“ (loads the link to the selected call, if available).
	Unloads selected call(s) from the Player.
	Unloads all calls from the Advanced Player.
	Adds selected calls to the Call Collection Box (for details see section 2.10.2 - Adding Calls to a Call Collection Box).
	Exports the summary table into a earch result table.
	Saves the selected call as a wav file on your local system.

Context Menu

The context menu is opened by right-clicking a call in the search result table. It provides the following four commands:

Load	Loads a selected call into the player.
Unload	Unloads selected call(s) from the player.
Unload All	Unloads all calls from the Advanced Player.
Unload All But Current	Unloads all calls except the one that has been right-clicked.
Add to CCB...	Adds selected calls to a Call Collection Box.
Export...	Exports the summary table into a csv file.
Save...	Saves the selected call as a wav file on your local system.

HINT

To add calls to the call collection box you have to create a call collection box first.

2.7.1 Sorting the List

The list can be sorted in ascending or descending order by clicking on the header of a column.

2.7.2 Arranging the List

The arrangement of the list and the displayed columns can be changed under “Settings/Search Results Table Settings” (see section 2.12.3 - Call Table).

2.7.3 Editing an Entry

Double-click with the left mouse button into an editable field (like comment, text, number fields) on a selected call to start the edit mode. To save the changes press the “Enter” key or to discard the changes press the *Esc* key.

HINT

To edit a field the user must have the “write” right for this field.

2.8 Replaying Calls

Call(s) can either be replayed with the Simple Player or with the Advanced Player that is displayed below the search results boxes (see section 2.8.1 - Simple Player or 2.8.2 - Advanced Player). The player will be displayed if *Simple*, *Advanced* or *Last Calls* has been selected in the main menu *Search*. The Video Viewer starts in a separate window.

A selected call can be loaded into a player by clicking the *Load* button or by double-clicking the respective call in the search results table. By clicking the drop down menu at the button *Load* you can select between three settings for loading a call.

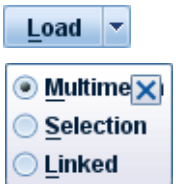


Fig. 19 - Options for Loading of Calls

Multimedia	Loads the selected call, i.e. sound or screen and the corresponding sound or screen recording. Both players will be started.
Selection	Loads only the selected call.
Linked	Loads the link to the selected call, if available.

More than one selected audio call will be loaded automatically into the Advanced Player. Therefore you have to select *Selection* in the drop down menu of the button *Load*.

The *Unload* button unloads a selected call. The *Unload All* button unloads all selected calls.

Description of the replay bar:

Color of the replay bar	Description
White	No call loaded

Color of the replay bar	Description
Light apricot	No call data loaded / call data can not be loaded
Light apricot / white hatched	Archived call, archive media not inserted
Dark apricot	Call data loaded
Blue parts	Call intervals with time skips
Red	Call is not available

2.8.1 Simple Player

Fig. 20 - Simple Player

The Simple Player bar is displayed below the search results boxes if *Quick Find*, *Detailed Search* or *Last Call Repeat* has been selected.

Starts replay / pauses replay

Stops replay

Skips to the beginning of the current call or to the beginning of the previous / next call

Fast rewind / fast forward

Sets the replay speed

Calls loaded with the option *Multimedia* and therefore both Video Viewer and Simple Player is ready for replay the two players will respond synchronously by clicking one of the above listed symbols.

Talking Clock on / off

Sets / cancels loop

Loudspeaker on / off

Sets the global playback volume

Global playback balance between left and right speaker

The current position of the replay bar (date and time of the replayed call)

Switches between simple and advanced replay

Talking Clock

The "`Talking Clock`" parameter in the button bar of the Simple Player provides the possibility to switch on or off the announcement of the recording time. The date and start time of the recorded call will be announced at the beginning. During the replay the recording time will be announced as defined by the configured intervals (see section 2.12.4 - Options).

Speed

The "`Speed`" parameter in the button bar of the Simple Player provides the possibility to set the replay speed between 0.5 and 2.0 in increments of 0.1.

HINT

If the playback bar of the Simple Player is red, the requested call has not been found on the File Server and replay is impossible. There are two possible reasons: The call may have already been deleted from the File Server or the File Server path has not been configured correctly. If the playback bar turns red with every call to be loaded, please contact your system administrator.

Fig. 21 - Red playback bar

2.8.2 Advanced Player

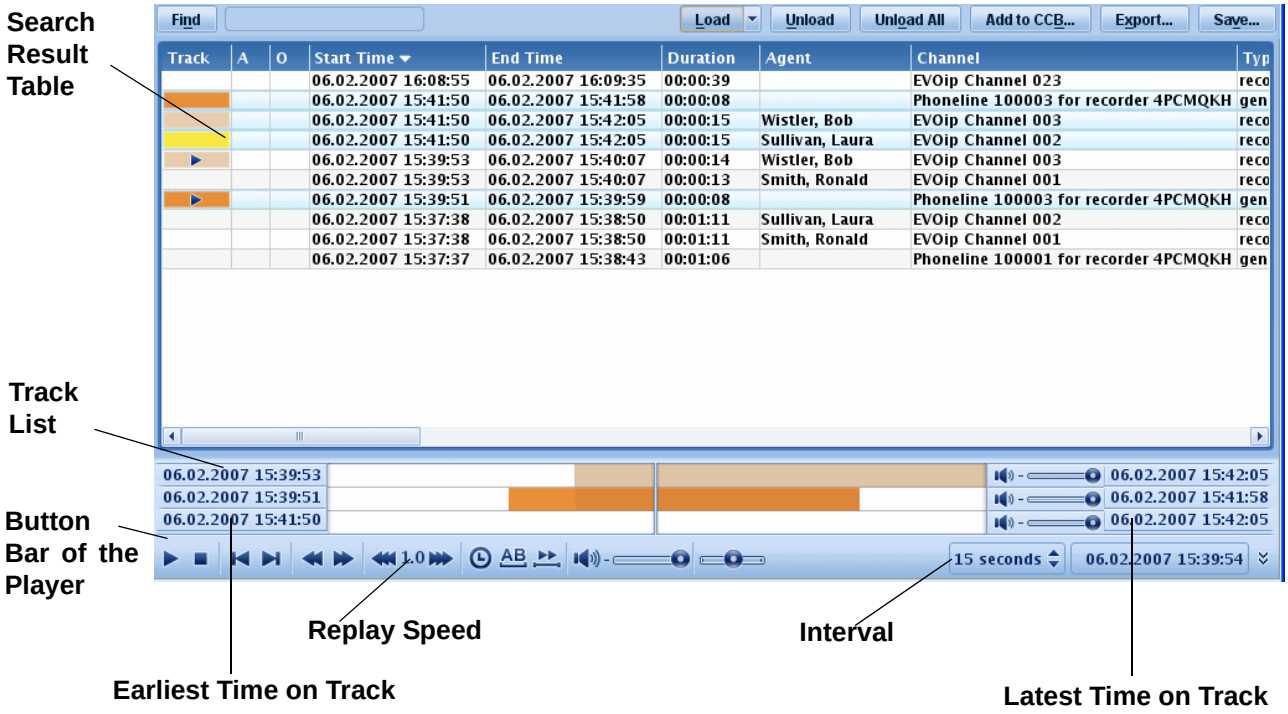


Fig. 22 - Advanced Player

The Advanced Player is divided into an upper part providing the list of calls that have been found during the last search process - the so-called search results table - and a lower part that lists the loaded tracks - the so-called Track List. It is possible to load calls from up to eight different channels into the player by selecting them in the search result table and clicking the *Load* button. Calls of the same channel are displayed in the same colour in the "Track" column. Individual calls can be selected by a single mouse click or using the arrow keys. Multiple selection is also allowed.

Buttons

The search result table in the upper part of the Advanced Player provides the following buttons in its header line:

Loads selected call(s) into the Player.

Via the context menu you can select between multimedia, selection and linked.

Unloads selected call(s) from the Advanced Player.

Unloads all calls from the Advanced Player.

Adds selected calls to the Call Collection Box (for details see section 2.10.2 - Adding Calls to a Call Collection Box).

Exports the summary table into a csv file.

Saves the selected call as a wav file on your local system.

HINT

If one or more playback bars are displayed with darkened colors, the call could not be found on the File Server and replay is impossible. There are two possible reasons: The call may have already been deleted from the File Server or the File Server path has not been configured correctly. If the playback bar turns red with every call to be loaded, please contact your system administrator.

2.8.2.1 Search Result Table

The results of the last search are displayed in the search results table. To select a call click on the call or use the arrow keys to move up or down. A selected call will be highlighted. To load calls from up to eight different channels into the Advanced Player select them in the search result table and click the *Load* button.

Replay of Archived Calls

If a call is archived and no longer available on the File Server, it is marked with a check mark in the column *A*. When this call should be loaded for replay, a message will be displayed:

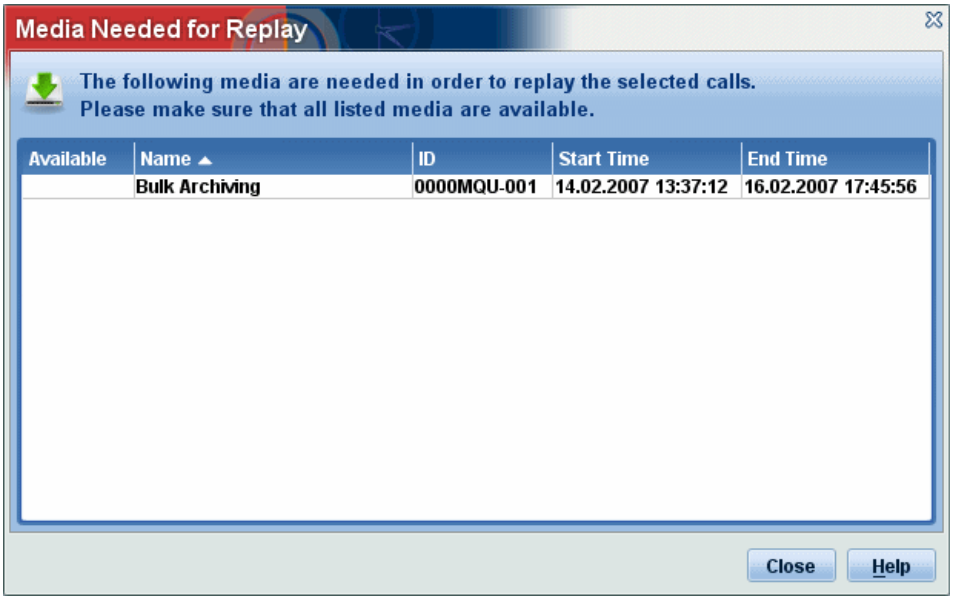


Fig. 23 - Archive Media Monitor Message

The required medium must be available in the archive drive. If this medium is available in the archive drive, click *Continue* to load the call directly from the archive medium. As soon as the call has been loaded, it is available for replay.

2.8.2.2 Track List

Loaded calls from different channels are displayed on different tracks. Calls from the same channel are displayed on the same track, indicating the start time of the earliest track in the left column and the end time of the latest track in the right column.

The current “Replay point” can be set by pressing the left mouse button and moving the mouse horizontally or by a mouse click on the preferred position. To move to the next or the previous call of the time bar, e. g. for skipping silent times between the calls, use the "Skip forward" or "Skip backward" buttons from the button bar below the Track List (see section 2.8.2.3 - Button Bar for a description of the buttons).

Earliest Time on Track

These fields in the outmost left column of the Track List always indicate the start time of the earliest call on the corresponding track, respectively the corresponding channel.

Latest Time on Track

These fields on the right side of the Track List always indicate the end time of the latest call on the corresponding track, respectively the corresponding channel.

Track Speaker Control

The loudspeaker button in the Track List turn on/off the speaker for the corresponding track. If the speaker is turned off, the Track Speaker Control button will be displayed without sound waves.

Track Volume Control

This controls the volume for the corresponding track.

2.8.2.3 Button Bar

	Starts replay / pauses replay
	Stops replay
	Skips to the beginning of the current call or to the beginning of the previous / next call
	Fast rewind / fast forward
	Sets the replay speed

Calls loaded with the option *Multimedia* and therefore both Video Viewer and Advanced Player is ready for replay the two players will respond synchronously by clicking one of the above listed symbols.

	Talking Clock on / off
	Sets / cancels loop
	Skips silence between calls
	Loudspeaker on / off

	Sets the global playback volume
	Global playback balance between left and right speaker
	Sets the interval (please refer to Interval)
	The current position of the replay bar (date and time of the replayed call)
	Switches between simple and advanced replay

Talking Clock

The "`Talking Clock`" parameter in the button bar of the Advanced Player provides the possibility to switch on or off the announcement of the recording time. The date and start time of the recorded call will be announced at the beginning. During the replay the recording time will be announced as defined by the configured intervals (see section 2.12.4 - Options).

Interval

The "`Interval`" parameter in the button bar of the Advanced Player provides the possibility to select an interval between 1 second and 14 days in 25 steps. With the mouse pointer on the playing track, you can also change this setting using the mouse wheel. It defines the time span the Track List bars represent.

Speed

The "`Replay Speed`" parameter in the button bar of the Advanced Player provides the possibility to set the replay speed between 0.5 and 2.0 in increments of 0.1.

2.8.3 Video Viewer

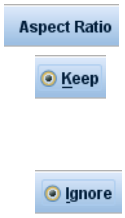
Fig. 24 - Video Viewer

The Video Viewer will open auotmatically if the loaded replay type is a video recording. In the lower part of the pop-up window you can select different options for displaying. In the middle part the video will be displayed and in the upper part you will find similar buttons as used by the Simple Player.

Button Bar for display sizing

Scales the resolution of the screen recording corresponding to the window size.

Replays the recording with the original resolution. If necessary scroll bars will appear.



Keeps the aspect ratio of the screen recording and fills the border if necessary with bars. This function can be only activated if *Am Fenster Anpassen* has been selected.

Scales the whole picture and fits it completely to the window.

Button Bar for Replaying

Starts replay / pauses replay

Stops replay

Skips to the beginning of the current video or to the beginning of the previous / next video

Fast rewind / fast forward

Sets the replay speed

Calls loaded with the option *Multimedia* and therefore both Video Viewer and Simple Player is ready for replay the two player will be respond synchronously by clicking one of the above listed symbols.

2.8.4 Replaying calls with a time skip

Time skip may be caused by:

- Manual changes of the computer time by the user.
- Changes of the computer time executed by a connected time system.
- Changes due to daylight saving time.

A continuous call will be replayed and the time skip will only be visible in the time scale.

Calls that were recorded during a time skip are marked red during replay. Calls that were recorded without time skip but overlapping with earlier calls are marked blue during replay.

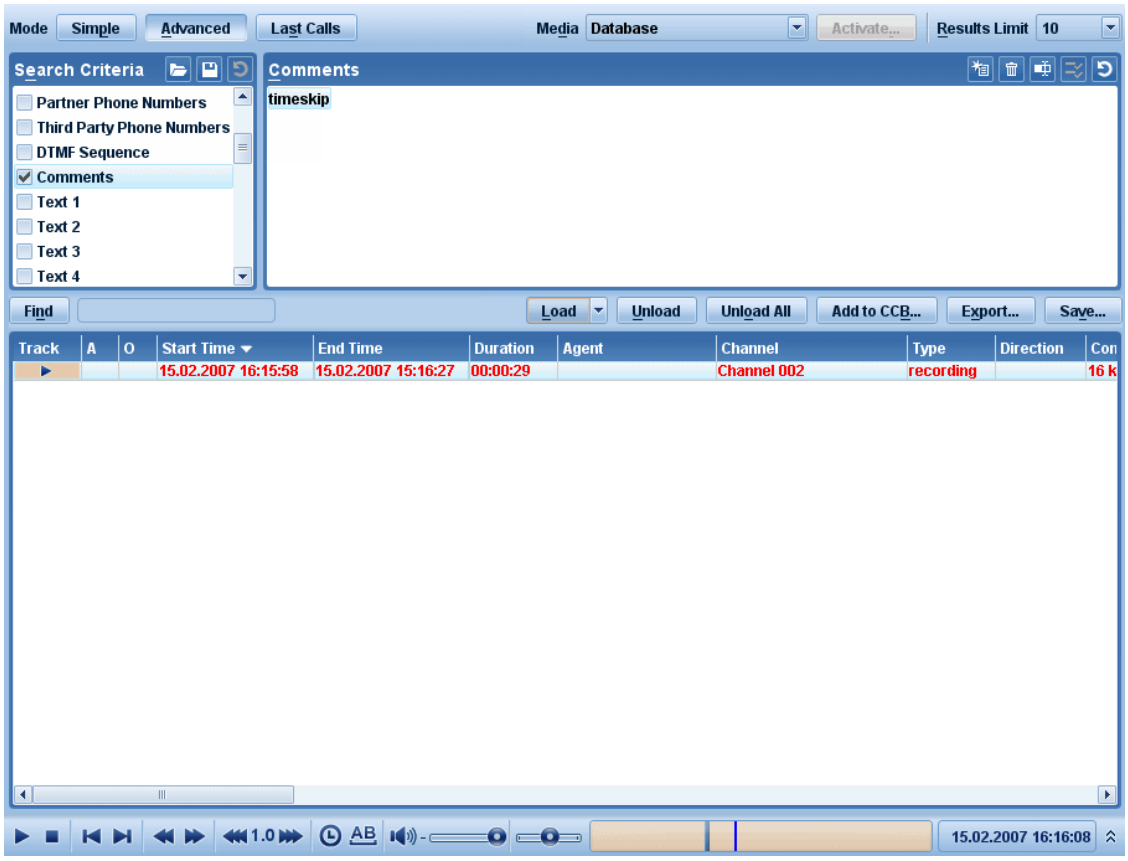


Fig. 25 - Replay of the call shortly before the time skip

Fig. 26 - Replay of the call shortly after the time skip

2.8.5 Replaying of archived calls

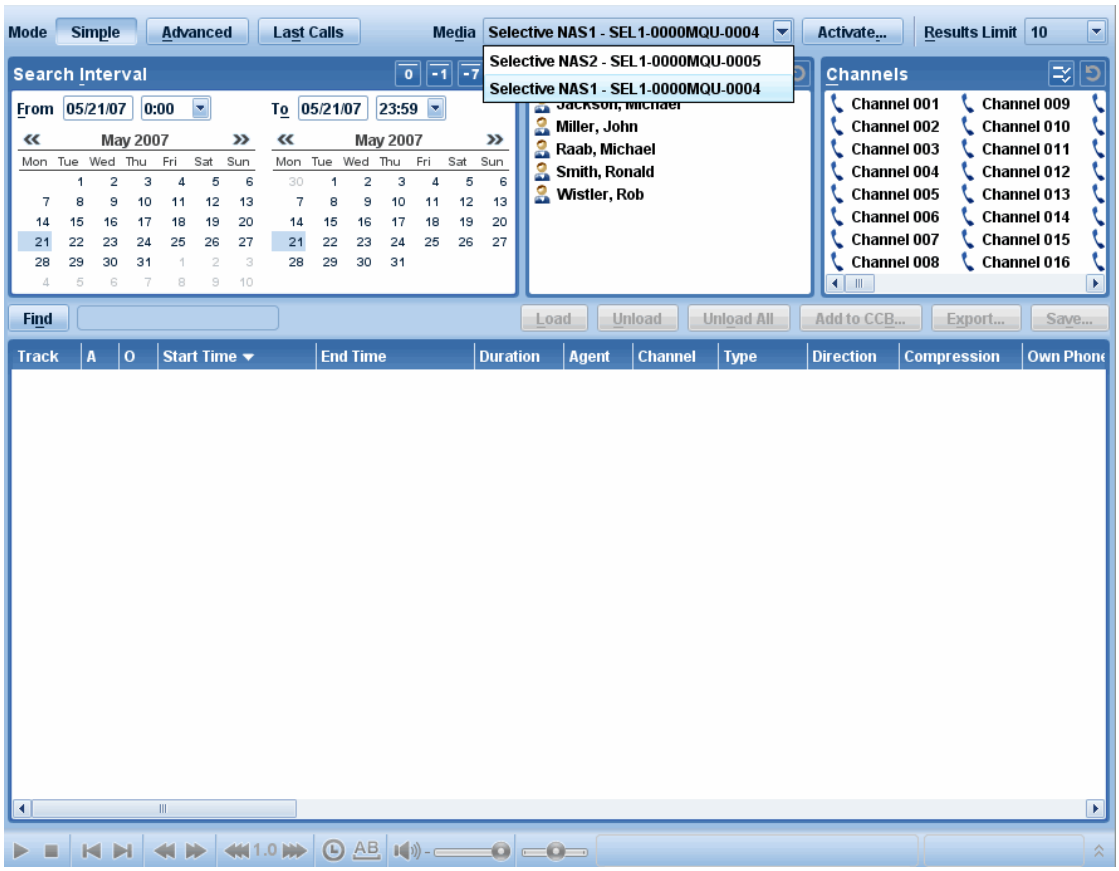


Fig. 27 - POWERplay main window

In addition to the archive media IOMEGA REV and DVD-RAM the POWER*play* supports also NAS (Network Attached Storage) bulk storage. The POWER*play* supports maximum four NAS archives.

Connected archive media can be chosen by the drop down list. NAS media have to be activated by cklicking the button *Activate...*.

If a NAS archive media is chosen the following dialog box will appear:

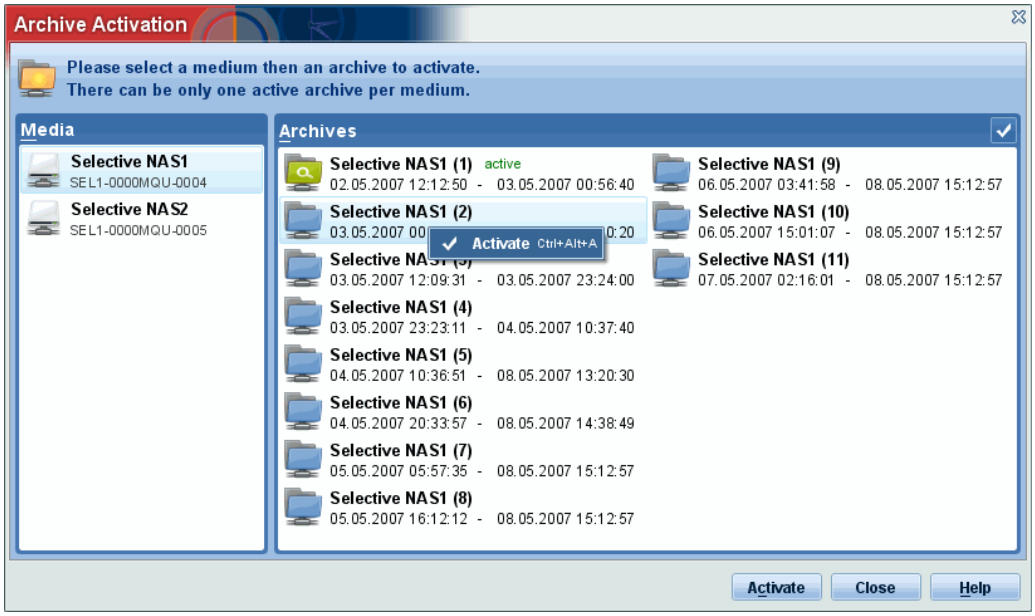


Fig. 28 - Activating of an NAS archive

Only one sub archive can be activated by the button *Activate* or by using the context menu. After activating the archive the dialog box will close automatically. An activated archive medium will be displayed with a green icon and the text „active“ in green letters. The not activated archives will be displayed with a blue icon. At all archives the start time of the first call and the end time of the last call will be displayed.

HINT

To search/replay calls on the activated archive the corresponding NAS medium has to be chosen from the media list.

You can search on an activated archive only. The current recording archive can not be read and is not listed within the dialog box *Archive Activation*.

2.9 Monitoring

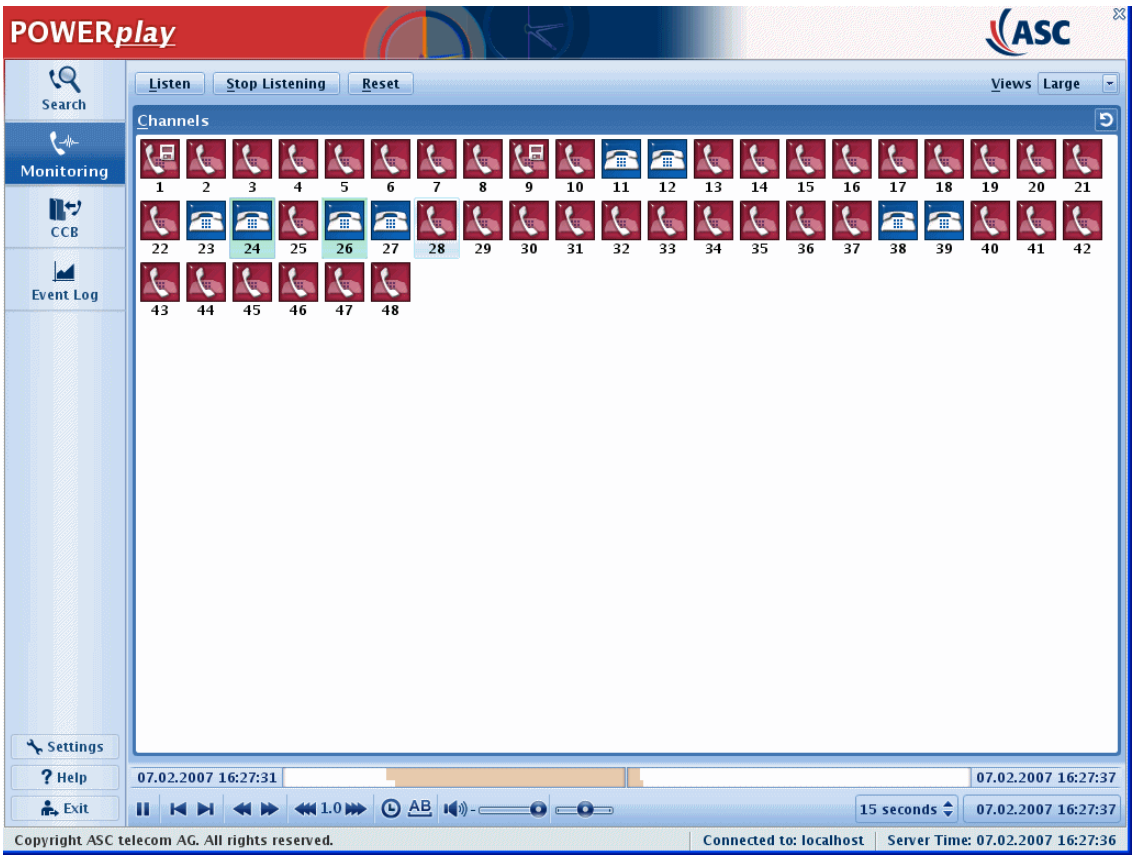


Fig. 29 - Monitoring - Large Icons

The main menu *Monitoring* provides a quick overview on the state of each single channel connected to the MARATHON EVOLUTION / MARATHON EVO*lite*. Users who are assigned the necessary right may also listen to the current conversation by clicking on the respective channel icon. The volume level is controlled via the volume control in the footer line of the Monitoring menu.

HINT

It is possible to monitor eight channels simultaneously for each installed communication manager. If you select a channel from another communication manager a new track will be displayed.

For each EVO*ip* channel an own track will be displayed resp. two tracks for stereo channels.

Available channel states:

There is **no PBX / telephone set** connected on this channel.

No conversation takes place on this channel.

There is a **conversation** on this channel, which is **not recorded**.

There is a **conversation** on this channel, which **is recorded** (only with DIRECT_STORAGE mode).

There is a **conversation** on this channel, but the conversation will be **discarded** at the current state at the end of the call (only with EXTERN_SAVE / EXTERN_DELETE mode).

There is a **conversation** on this channel which is **recorded** at the current state at the end of the call (only with EXTERN_SAVE / EXTERN_DELETE mode).

The **conversation on this channel** is **recorded in mute mode**, e. g. to suppress the credit card number.

No conversation takes place on this channel, the channel is **in mute mode**.

There is **no PBX / telephone set** connected on this continuous recording channel.

No conversation takes place on this continuous recording channel.

There is a **conversation** on this continuous recording channel.

To change the display format use the *Views* dropdown menu from the header line.

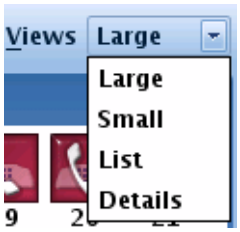


Fig. 30 - Monitoring - "Views" dropdown menu

To display the channels with large icons, select *Large* from the dropdown menu.

To display the channels with small icons, select *Small* from the dropdown menu.

To arrange the channels in a list format, select *List* from the dropdown menu.

To display further details for each channel, like the activity, recording, connection and mute states, select *Details* from the dropdown menu.

Buttons

Listen	Activates the monitoring of the selected channel / channels
Stop Listening	Stops the monitoring of the selected channel / channels
Reset	Stops the monitoring of the selected channel / channels and deselects the selected channels

2.10 Call Collection Box

The main menu *CCB* is used to create different boxes and to assign user rights individually.

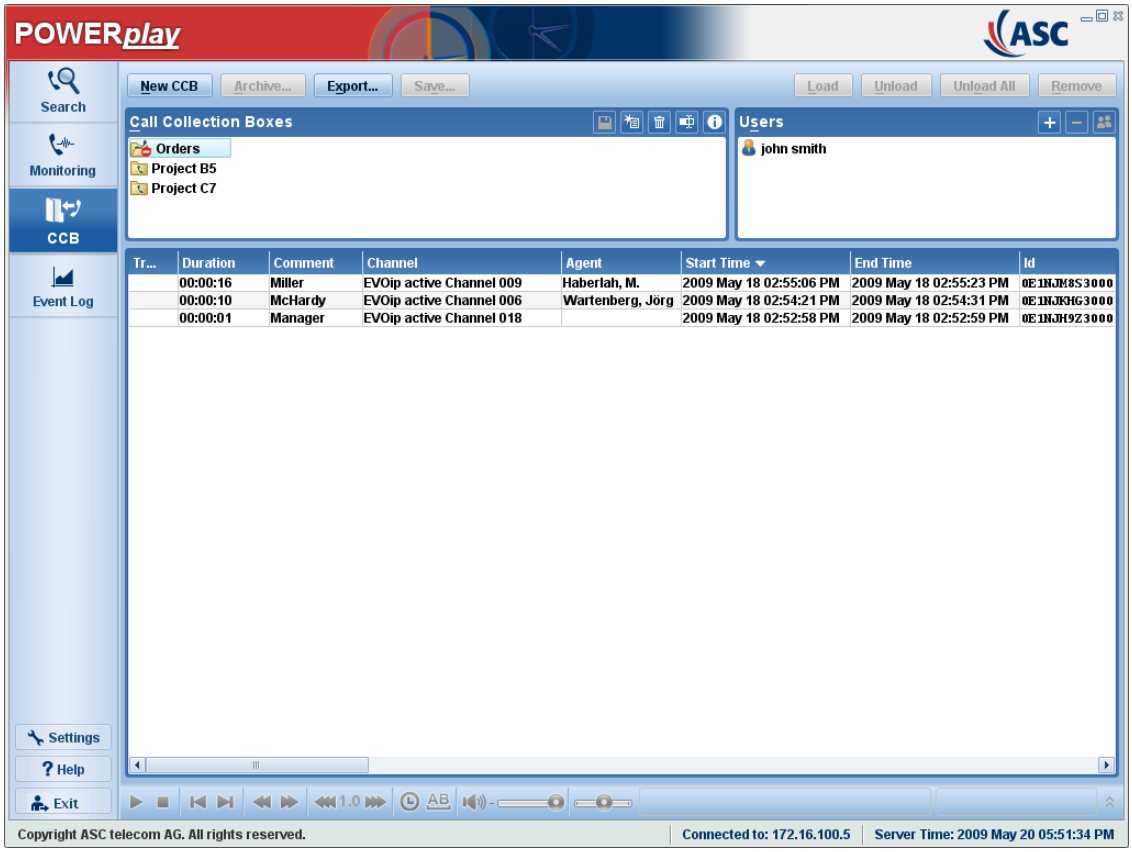


Fig. 31 - Call Collection Box

Buttons

	Creates a new Call Collection Box (for details see section 2.10.1.1 - Creating a New Call Collection Box).
	Archives the Call Collection Box (for details see section 2.10.5 - Archiving a Call Collection Box).
	Exports the table of the displayed Call Collection Box to a CSV file.
	Saves the selected files as WAV files on the local system.
	Loads selected calls into the Player (for details see section 2.10.4 - Replaying Calls from the Call Collection Box).
	Unloads a selected call from the Player.
	Unloads all calls from the Player.
	Removes selected calls from the Call Collection Box.

HINT

Calls saved in Call Collection Boxes will never get deleted.

2.10.1 Configuring the Call Collection Box

2.10.1.1 Creating a New Call Collection Box

By clicking the button *New CCB* or the „ “ icon in the subwindow *Call Collection Boxes* an empty field opens. Enter a name of your choice for the new box and click "Enter“.

Fig. 32 - Creating a new Call Collection Box

HINT

The number of Call Collection Boxes is not restricted.

HINT

The user must possess the respective right to create or delete Call Collection Boxes (see Installation Manual *06_Basic_Configuration - ASC DataManager* section 2.1.2 - User Administration - Users - UserRights Tab).

2.10.1.2 Removing a Call Collection Box

In the subwindow *Call Collection Boxes*, click the „ “ icon to delete the selected Call Collection Box. Click *OK* in the dialog windows to delete the selected Call Collection Box.

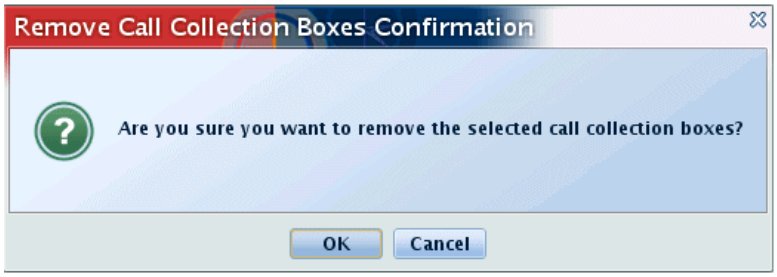


Fig. 33 - Removing a Call Collection Box

HINT

Removing a Call Collection Box with older calls, which have already been deleted from the server and have not been saved on an archive medium, deletes them irreversibly.

HINT

The user must possess the respective right to create or delete Call Collection Boxes (see Installation Manual *06_Basic_Configuration - ASC DataManager* section 2.1.2 - User Administration - Users - UserRights Tab).

2.10.1.3 Renaming a Call Collection Box

In the subwindow *Call Collection Boxes*, click the " “ icon to edit the selected Call Collection Box. Enter a new name of your choice and confirm with "Enter“ to rename the selected Call Collection Box.

Fig. 34 - Renaming a Call Collection Box

2.10.1.4 Status Information of a Call Collection Box

In the subwindow *Call Collection Boxes*, click the " “ icon to open the dialog box *Call Collection Box State*. It provides status information on the selected Call Collection Box.

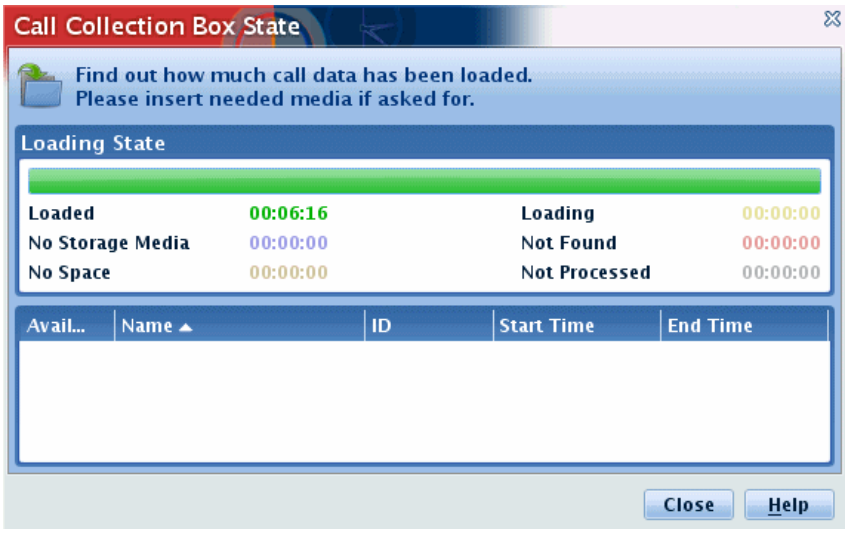


Fig. 35 - Status information dialog of a Call Collection Box

Loading State	Description
Loaded	Summation of all loaded and stored calls from the call collection box.
Loading	Summation of data which are just loaded.

No Storage Media	Summation of data stored on archive media, which are not available. In the lower list you can see the required media.
Not Found	Summation of data, which are deleted manually from the hard disk.
No Space	Summation of data, which can not be loaded, as the planned hard disk capacity has been exceeded.
Not Processed	Summation of data, which can not be handled by the IAS API server.

2.10.1.5 Adding a New User to the Call Collection Box

It is possible to create users for each Call Collection Box individually, granting them different access rights for the selected Call Collection Box. The following access rights are available:

- can view this call collection box
- can add calls to this call collection box
- can remove calls from this call collection box

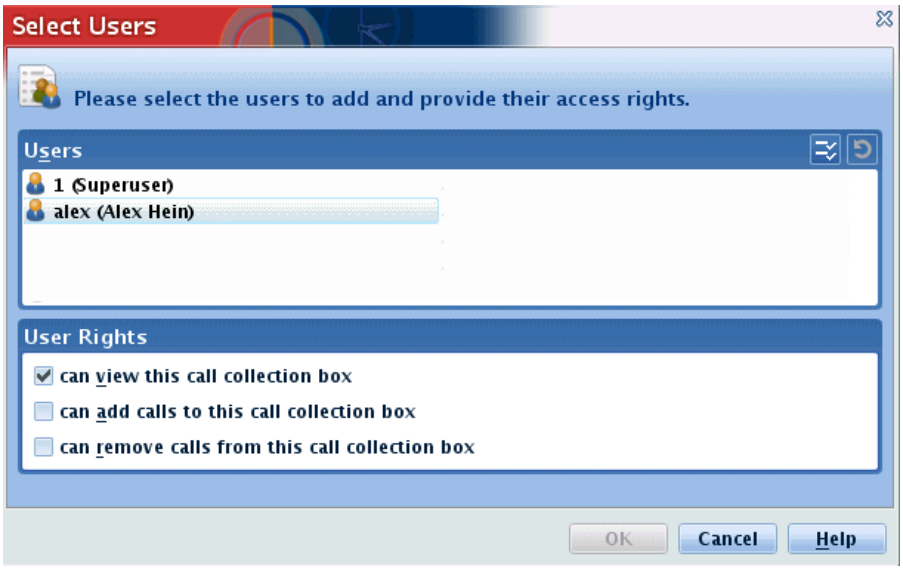


Fig. 36 - Adding a new user to the Call Collection Box

To add one or more users to an already existing box, select this box in the subwindow *Call Collection Boxes*. In the subwindow *Users*, click the plus sign to open the dialog box *Select Users*. Select a user name and assign the desired user rights. Click *OK* to confirm.

HINT

A newly created Call Collection Box does not have any users. First of all users have to be assigned.

HINT

The user must possess the respective right to add users to Call Collection Boxes (see Installation Manual *06_Basic_Configuration - ASC DataManager* section 2.1.2 - User Administration - Users - UserRights Tab).

2.10.1.6 Deleting a User from the Call Collection Box

From the subwindow *Call Collection Boxes* select the desired box and the user you want to delete. In the subwindow *Users*, click the minus sign to open the dialog box *Remove Users Confirmation*. Click *OK* to confirm deleting the selected user.

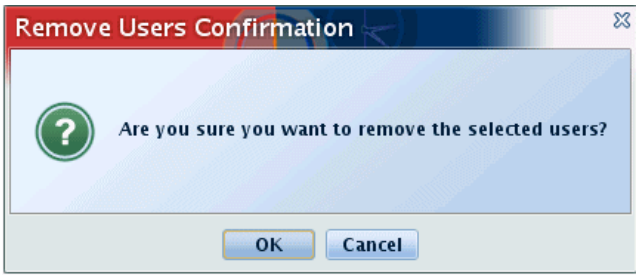


Fig. 37 - Deleting a user from the Call Collection Box

2.10.1.7 Editing User Rights

From the subwindow *Call Collection Boxes* select the desired box and from the subwindow *User* the user you want to edit. In subwindow *User*, click the "„ “ icon to open the dialog box *Change User Rights*. Adapt the values to your needs and confirm with *OK*.

Fig. 38 - Editing a user right

2.10.2 Adding Calls to a Call Collection Box

Select the desired call from the search results table and click the *Add to CCB* button. The dialog box *Add to Call Collection Box* will be displayed. Select the Call Collection Box the call should be added to and confirm with *OK*.

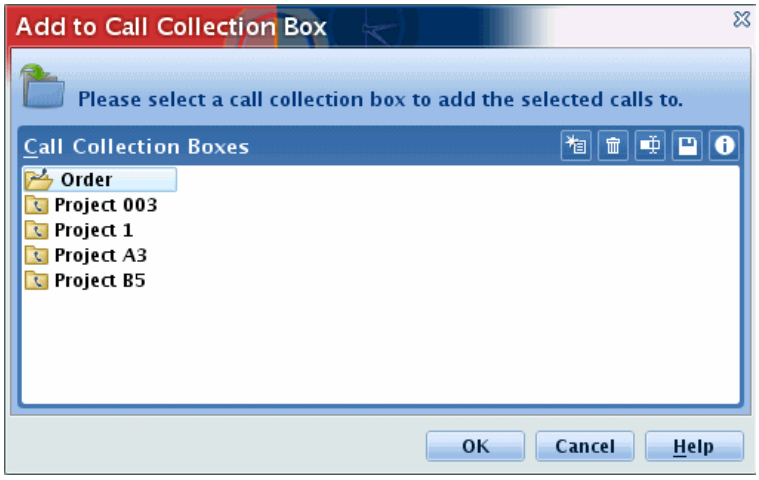


Fig. 39 - Adding a new call to the Call Collection Box

Click *Close* in the dialog box *Call Collection Box State* to close the status window.

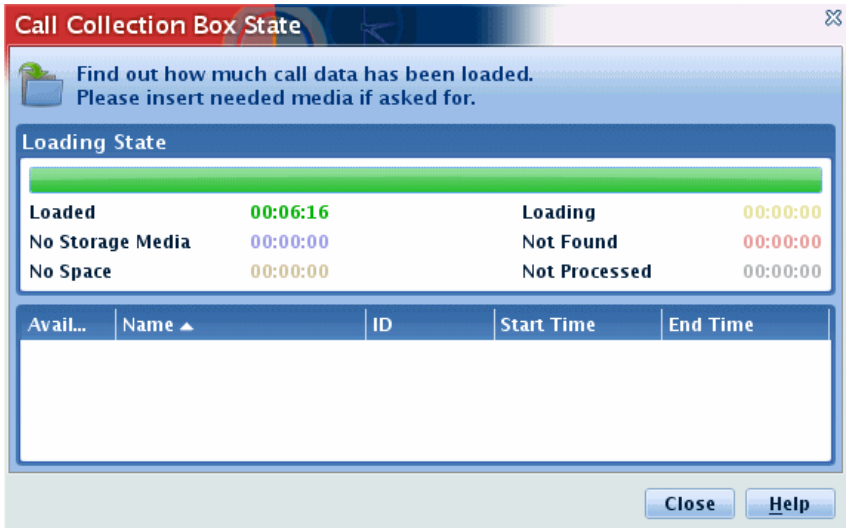


Fig. 40 - Status information dialog of a Call Collection Box

2.10.3 Removing Calls from the Call Collection Box

From the subwindow *Call Collection Boxes* select the desired box and the call to be removed. Clicking the *Remove* button opens the dialog box *Remove Calls form the Call Collection Box*.

Clicking *OK* removes the selected call. It is possible to remove several calls simultaneously from the Call Collection Box.

Fig. 41 - Removing a call from the Call Collection Box

HINT

Removing older calls, which have already been deleted from the server and have not been saved on an archive medium, from a Call Collection Box deletes them irreversibly.

HINT

The user must possess the respective right to delete calls from Call Collection Boxes (see Installation Manual *06_Basic_Configuration - ASC DataManager* section 2.1.2 - User Administration - Users - UserRights Tab).

2.10.4 Replaying Calls from the Call Collection Box

The Call Collection Box also provides the possibility to replay calls in the Simple or Advanced player (see sections 2.8.1 - Simple Player and 2.8.2 - Advanced Player). Select one of these possibilities by clicking the "„ ⌃⌃ “ or " ⌄⌄ “ button.

Select a box in the sub dialog box *Call Collection Boxes*. Select one or more calls and click the *Load* button to load the selected call(s) to the player for replay. To remove the call from the player click the *Unload* button.

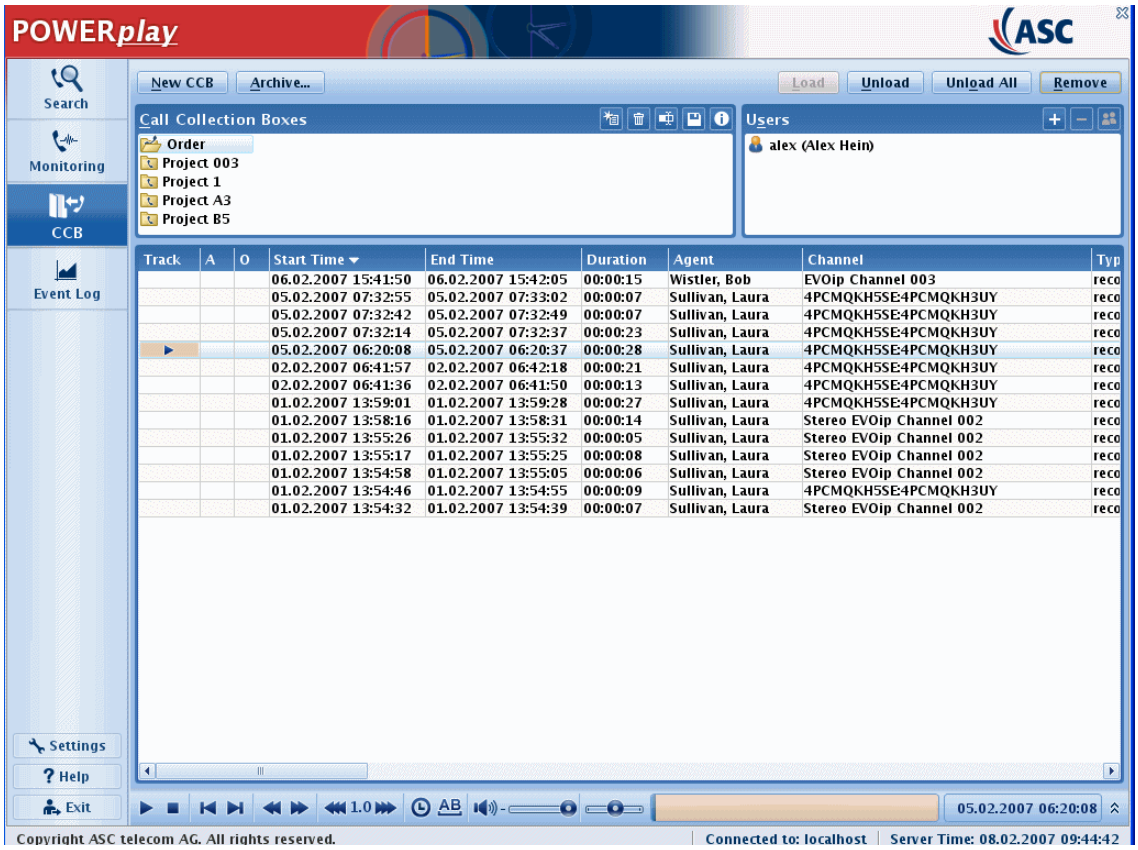


Fig. 42 - Replaying a call from the Call Collection Box with the Simple Player

Click the *Load* button to load the selected calls into the Advanced Player for replay (see section 2.8.2 - Advanced Player). To remove the selected calls from the Advanced Player click the *Unload* button. To remove all calls from the Advanced Player click the *Unload All* button.

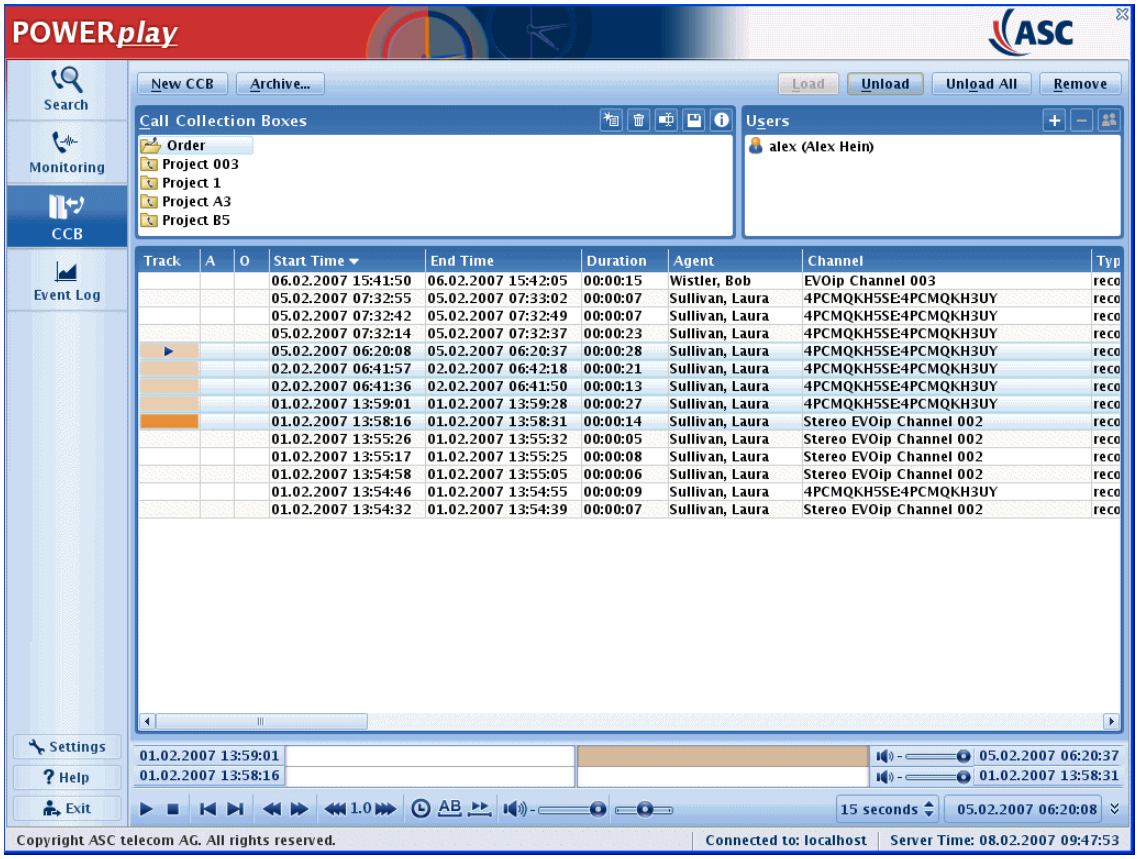


Fig. 43 - Replaying calls from the Call Collection Box with the Advanced Player

2.10.5 Archiving a Call Collection Box

In the subwindow *Call Collection Boxes* select the desired Call Collection Box. Click the *Archive...* button and the following window will be displayed:

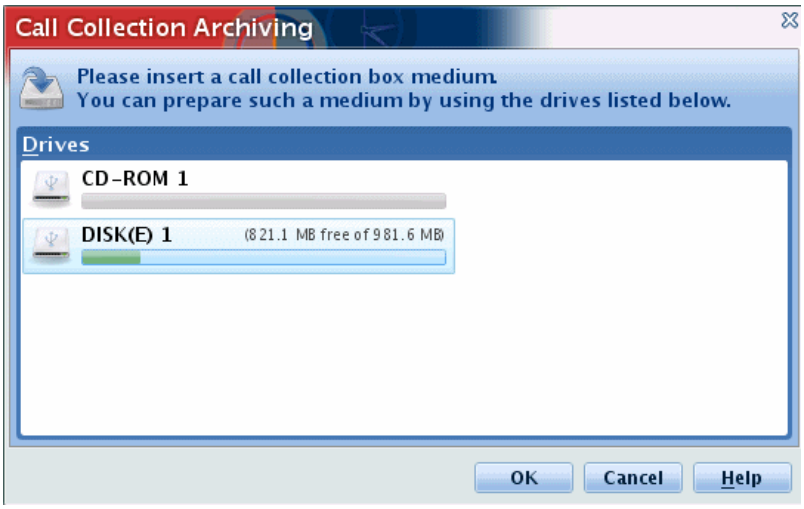


Fig. 44 - Archiving a Call Collection Box

Choose the desired archive drive and click the *OK* button.

If there is no data on the selected medium it will be saved directly. If there is any data on the medium please format it or put a new medium into the archive drive.

If the MARATHON EVOLUTION has two archive drives please choose the drive which is currently not recording call data.

During the saving process the following window will be displayed:

Fig. 45 - Status of archiving a Call Collection Box

2.11 Event Log

Fig. 46 - Total Overview of Event Log

The main menu *Event Log* displays all activities, details, warnings, and errors of the individual modules.

On the left-hand side of the header section, you can find buttons for updating the results and for exiting the program. On the right-hand side, you can find the *Search Interval* checkbox which allows you to show and hide the time filter *Time of Last Modification*. Moreover, the number of displayed messages can be determined.

The main section of the dialog box below the header section is divided into four filter criteria. There, the modules, alarm types, alarm states, and the period of results can be selected for the search. In the middle section, there is a large result section, where the messages are displayed.

In the footer section, all drives and their status are displayed.

2.11.1 Header Section of the Event Log Dialog Box

Fig. 47 - Header section

Description:

	The *Refresh* button retrieves current alarm information and updates the list displayed in the result section.
	Here you can print the tabular sight of the Event Log.
	The table of the comments will be exported as a CSV file. A dialog window opens where you can enter the storage location and the file name.
	To define a start and end time for the search, the checkbox to the left of the *Search Interval* parameter has to be activated and the required start and end date has to be selected from the calendar menu.
	Values: 50 (default), 100, 200, 500, 1000 The number of results to be displayed in the result section can be set to a value between 50 and 1000 or an individual value can be entered (max. 1000).

2.11.2 Selecting Filter Criteria

Below the header section, several filter criteria can be selected in four separate fields.

Subsequent search processes will only deliver the results for the selected modules, types, states, and time of last modification.

The following filter criteria are available:

- Modules
- Types
- States
- Time of Last Modification (only available if the *Search Interval* checkbox has been activated)

2.11.2.1 Modules

The *Modules* section permits filtering according to the individual MARATHON EVOLUTION modules. The processes will be managed and started by the ASC DataManager. Depending on the configuration of the system different modules will be displayed.

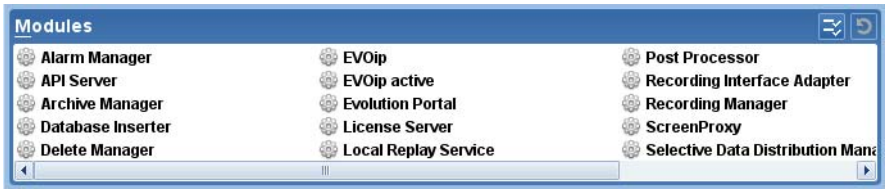


Fig. 48 - Filter criterion "Modules"

Description of the modules:

Module	Description
Alarm Manager	Monitors modules and generates alarms in the case of errors
API Server	Interface to other modules and programs
Archive Manager	Archives calls
Avaya Interface	Interface for Avaya
Ctic Cisco	Recording controller for Cisco CTI
Database Inserter	Inserts the index files generated by the Recording Manager
Delete Manager	Monitors the media capacity and deletes calls due to insufficient disk space.
EVOip	Passive recording of VoIP devices
EVOip active	Active recording of VoIP devices
Evolution Portal	Central, local user interface of MARATHON EVOLUTION
Java PIF Provider	Allocates Java based RIA PIFs
License Server	Manages the licenses and checks the dongle
Local Replay Service	Replays calls via phone
Phone Appliance Avaya Siemens	Allows recording control via phone key (start, stop, keep, delete and mute) as well as entering commands and direct replaying of recordings via telephone.
Post Processor	Controls the belated process of compression for the audio files
Recording Interface Adapter	Interface to several PBXs for recording additional information and control
Recording Manager	Manages and stores traditional and VoIP calls
Screen Proxy	Middleware for screen recording
Selective Data Distribution Manager	Transmits calls via the FTP or SFTP server to other MARATHON EVOLUTION systems
VCAM	Visual Centralizied Alarm Managment for optical displaying of the alerting
Window Manager	Organizes the display of the individual windows
XML Server	Search and replay of calls via WEB*play* and INSTANT WEB*play*

Buttons

	Selects all list elements
	Resets the current selection to standard setting.

2.11.2.2 Types

The *Types* section permits filtering according to the severity of the messages.

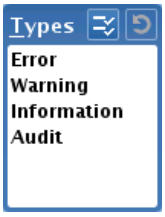


Fig. 49 - Filter criterion “Types”

Description of the types:

Type	Description
Error	Critical problem
Warning	Minor problem
Information	Hints
Audit	User activities

Buttons

	Selects all list elements
	Resets the current selection to standard setting.

2.11.2.3 States

The *States* section permits filtering according to the status of the messages.

Fig. 50 - Filter criterion "States"

Description of the states:

States	Description
Active	Currently existing messages in the system
Persistent	Persistent messages (can only be deleted by means of user confirmation or system reboot)
Closed	Closed messages
Persistent Closed	Closed persistent messages

Buttons

Selects all list elements

Resets the current selection to standard setting.

2.11.2.4 Time of Last Modification

This filter criterion is only available after activation of the *Search Interval* checkbox. The *Time of Last Modification* section permits filtering according to the date of the messages.

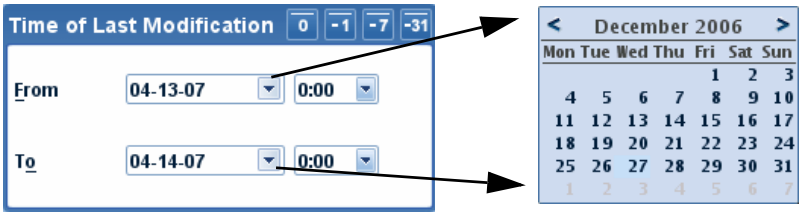


Fig. 51 - Filter criterion "Time of Last Modification"

Description of the time interval:

Time Interval	Description
From	Select the desired start time from the calendar.
To	Select the desired end time from the calendar.

Buttons

0	Sets the search time interval to the current date.
-1	Sets the search time interval to yesterday.
-7	Sets the search time interval to the last seven days.
-31	Sets the search time interval to the last 31 days.

2.11.3 Result Section of the Event Log Dialog Box

The result section of the Event Log dialog box shows all selected alarm types for the selected modules with the selected state for the selected time interval.

Type	...	...	Module	Message Text	Updated	Opened
Audit			API Server	Local User '1' is executing 'Alarm Management'	26. January 2007 11:42:15	26. January 2007 11:42:15
Audit			API Server	User Login for '1' at 'PORTAL'	26. January 2007 11:40:57	26. January 2007 11:40:57
Information			XML Server	Module logged on	26. January 2007 11:40:36	26. January 2007 11:40:36
Audit			API Server	ESS Client 'xvoip' from IP '127.0.0.1' is connected!	26. January 2007 11:40:30	26. January 2007 11:40:30
Information			Evolution Portal	Module logged on	26. January 2007 11:40:19	26. January 2007 11:40:19
Information			Window Manager	Module logged on	26. January 2007 11:40:15	26. January 2007 11:40:15
Information			Recording Interf...	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			Local Replay Ser...	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			EVOip active	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			EVOip	Module logged on	26. January 2007 11:40:05	26. January 2007 11:40:05
Information			Selective Data D...	Module logged on	26. January 2007 11:40:03	26. January 2007 11:40:03
Information			Archive Manager	Module logged on	26. January 2007 11:40:01	26. January 2007 11:40:01
Information			Database Inserter	Module logged on	26. January 2007 11:39:59	26. January 2007 11:39:59
Information			Delete Manager	Module logged on	26. January 2007 11:39:58	26. January 2007 11:39:58
Information			API Server	Module logged on	26. January 2007 11:39:58	26. January 2007 11:39:58
Information			Recording Mana...	Module logged on	26. January 2007 11:39:55	26. January 2007 11:39:55
Information			License Server	Module logged on	26. January 2007 11:39:55	26. January 2007 11:39:55
Information		✔	Alarm Manager	The time was adjusted by the alarm management! New time: ...	26. January 2007 11:39:55	26. January 2007 11:39:55
Information		✔	Archive Manager	Media '2DLZJEP-0001' in 'DISK(E) 1' will be overwritten now	25. January 2007 17:39:38	25. January 2007 17:39:38
Information		✔	Alarm Manager	The time was adjusted by the alarm management! New time: ...	25. January 2007 17:12:05	25. January 2007 17:12:05

Fig. 52 - Result section of the Event Log dialog box

In order to close a persistent message, the specific entry has to be selected and closed using the right mouse button and the context menu.

Description of the Result Section:

Types	Description
Type	Message type
C (Closed)	Status for closed messages
P (Persistent)	Status for persistent messages
Module	Name of the specific module
Message Text	Message text
Updated	Time of the last update
Opened	Time of the first appearance
Closed	Time of the elimination
Close reason	Reason for the elimination
Code	Status of the error code

Description of the Context Menu:

Fig. 53 - Context menu

Menu Item	Description
Close	Closes the current error message if it is persistent.
Close All	Closes all displayed error message if they are persistent.
Refresh	Refreshes all messages in the result section.
Print	Prints the tabluar sight of the Event Log.
Export	Exports the table of the comments as a CSV file. A dialog window opens where you can enter the storage location and the file name.
Description	Opens a window where additional information of the event will be shown and a solution will be offered.

2.11.4 Footer Section of the Event Log Dialog Box

The footer section at the bottom of the dialog box shows the free and the used capacity of the hard disk and the archiving media.

Fig. 54 - Footer section

Description of the Supported Drive Types:

Drive Type	Description
HDD	Local hard disk
ONLINE-STORAGE	Connected Network Attached Storage (NAS)
AIT	Internal AIT drive
DVD-RAM	Internal DVD-RAM drive
REV	Internal/external REV drive
CD-ROM	Internal CD-ROM drive
DVD-RAM (E)	External DVD-RAM drive
DISK (E)	External hard drive / USB stick

Description of the Level Indication:

Color of the Level Indication:	Description
White	Free capacity
Gray	No medium inserted
Green	Recording is currently taking place.
Green/red	Warning state reached – please insert a medium with free storage capacity.
Blue	Used capacity of an archive medium with software or hardware write protection.
Yellow	Used capacity of an archive medium without write protection.
Red	An error has occurred. Please insert another medium.

Move the mouse pointer over the level indication to obtain a status message for this archive medium.

The following states can be displayed for the archive medium:

Status of the Archive Medium	Description
No Medium	There is no medium inside this drive.
Unknown Data on Medium	The data on the medium is not an ASC format.
Medium Is Ready for Recording	The medium inside the drive is ready for call recording.
Recording	The data is currently being recorded on the archive medium.
Archive Medium	The medium inside this drive is an archive medium.
Error	The medium inside this drive is unusable.
Formatting Medium	The medium inside this drive is currently being formatted.
Ejecting Medium	The medium in this drive will now be ejected.
Empty Read-Only Medium	The medium inside this drive is write-protected.
Drive Is not Ready	The drive is not ready.
Loading Medium	The inserted medium is currently being loaded.
Unknown Media Type	The inserted medium type is unknown.
Update Mediua	The medium in this drive is an update medium.

By right-clicking the level indication, you can open the following dialog box:

Fig. 55 - Dialog box for the level indication in the Event Log

Eject Medium

Ejects the inserted medium.

Detach Drive

Securely detaches drives connected via USB from the system.

HINT

Detaching may not be possible, depending on the status of the USB drive.

HINT

A USB drive must only be removed via the *Detach Drive* menu item”!

Prior to connecting the drive again, the detaching process must have been terminated correctly. Please wait until the status bar has been updated.

Format Medium

Formats the medium in the drive.

Start EVOLUTION-Update

If an update medium has been inserted, a software update will be performed.

Ignore Recovery

Discards data which exists on the hard disk, but has not yet been transferred to the medium. This may happen if an archiving process has not been entirely completed yet (e.g. switching off without prior system completion).

Cancel Collection Box Archiving Job

Cancels the archiving of a call collection box.

2.12 Settings

A click on the *Settings* button opens the settings menu, which provides different commands for POWER*play* settings.

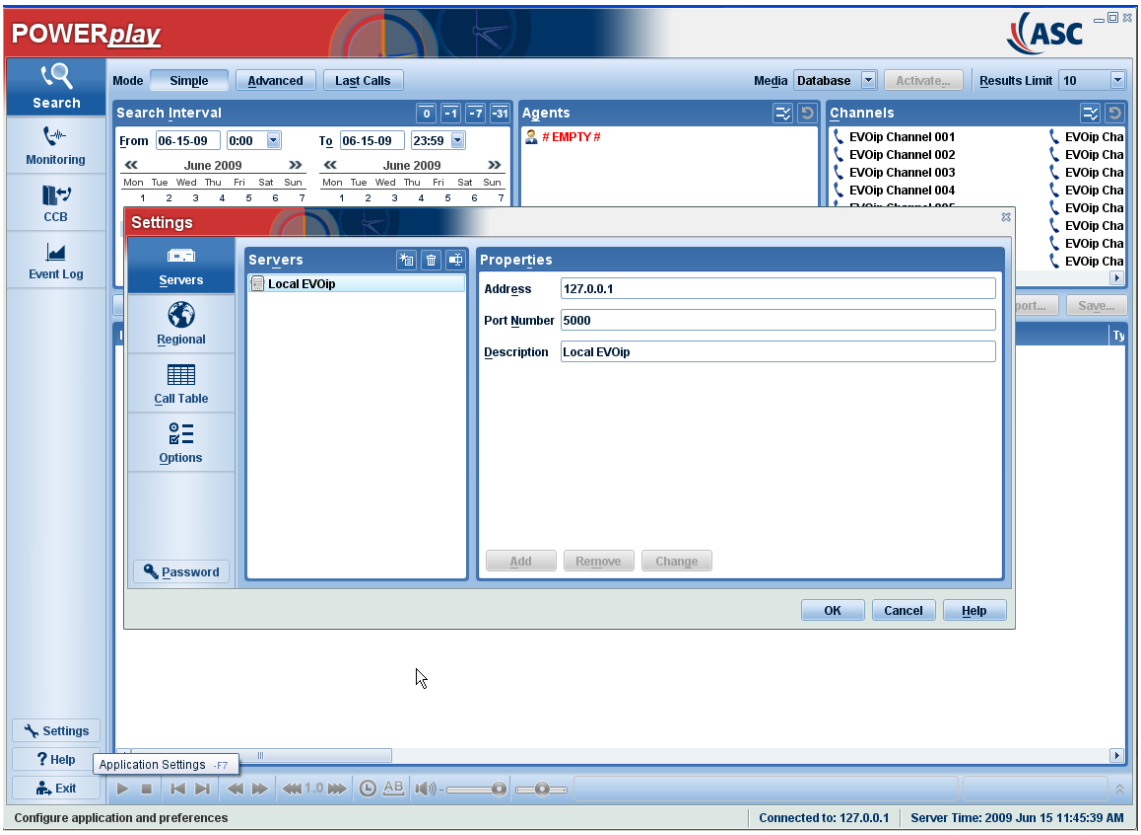


Fig. 56 - Settings menu

HINT

The width of the colums of all result lists can be modified by the user. These changes will be saved for each user separately.

2.12.1 Server Settings

The *Server Settings* dialog box is used to change or add the IP address or the name of the MARATHON EVOLUTION recorder and the respective port number.

The settings will be saved in a local ini file.

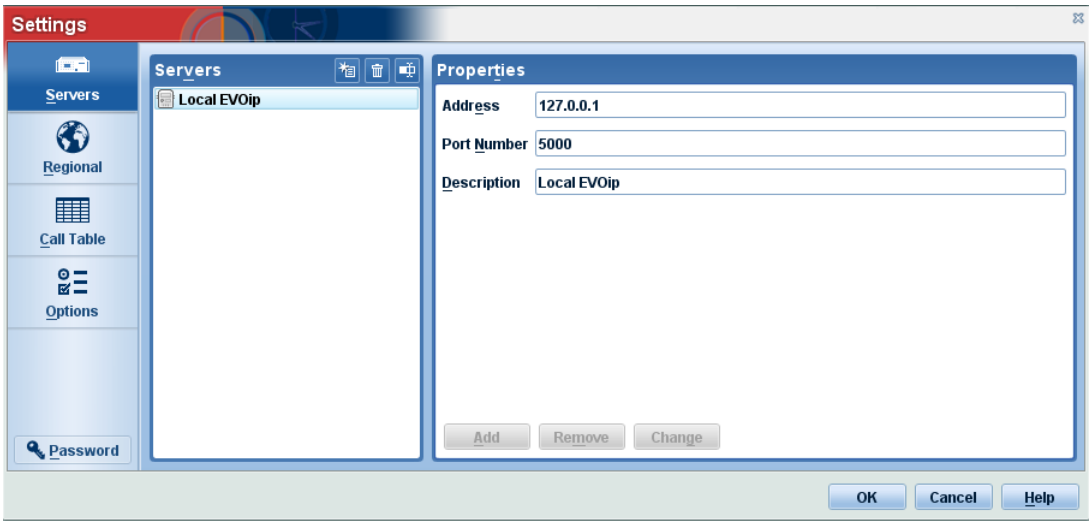


Fig. 57 - Server Settings

2.12.2 Regional Settings

The menu *Regional* is used to set the local settings for the POWER*play*.

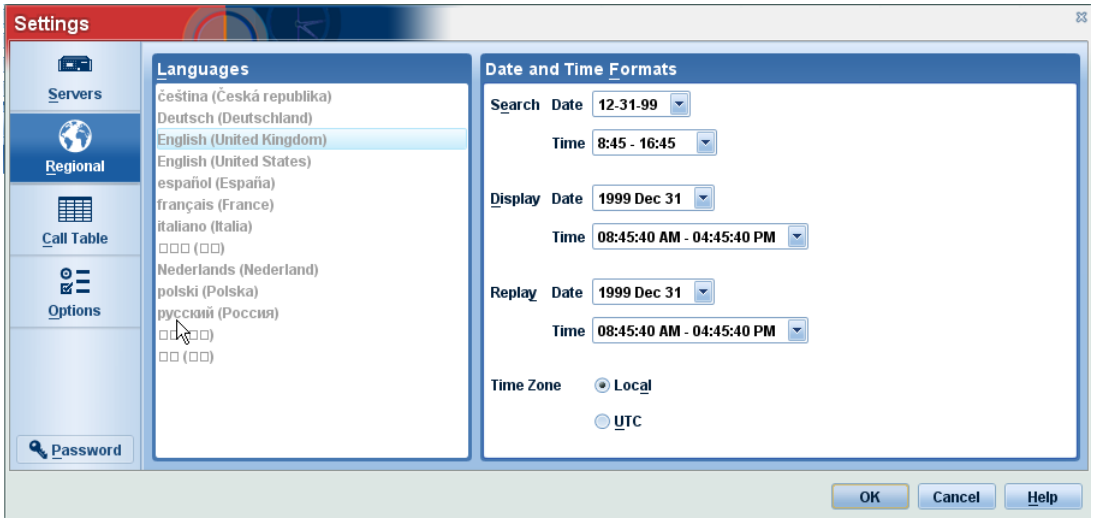


Fig. 58 - Regional Settings

2.12.2.1 Setting the Language

Within the window *Languages* you can see the selected language. The language can be changed in the Portal only (see User Manual *Portal* section 2.6.2 - Language Settings).

2.12.2.2 Setting Date and Time Formats

The following formats can be setted:

Search Date

Select the date format for the Search Time panel.

Search Time

Select the time format for the Search Time panel.

Display Date

Select the date format for the Search Results panel.

Display Time

Select the time format for the Search Results panel.

Replay Date

Select the date format for the Player panel.

Replay Time

Select the time format for the Player panel.

Time Zone

- local

  Select *local time zone* to use the time of the MARATHON EVOLUTION / MARATHON EVO*lite* for the application, meaning that all time information in the POWER*play* is displayed in accordance with the time that is valid on the MARATHON EVOLUTION / MARATHON EVO*lite*.

- UTC

  Select *UTC* to set the time of the application to the Universal Time, Coordinated, meaning that all time information in the POWER*play* (e. g. start and end times of calls) is displayed in accordance with the UTC.

2.12.3 Call Table

The menu *Call Table* is used to configure the columns visible in the search result tables and the default order they are displayed.

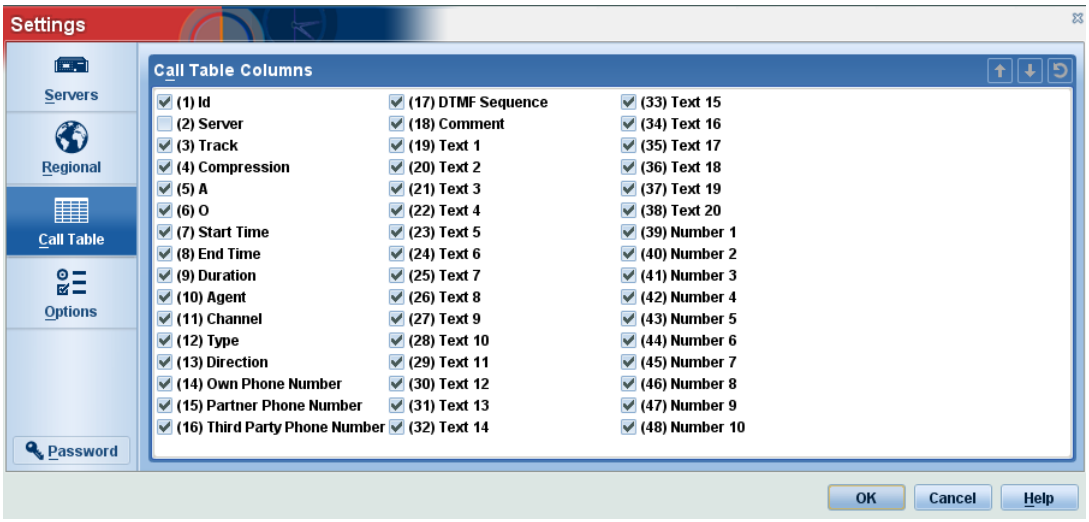


Fig. 59 - Call Table

Select the columns you want to be displayed and predefine the default order by using the arrow keys in the upper right corner of the dialog box.

HINT

Only the available columns for the current user will be displayed (depending on the assigned user rights).

Buttons

	Moves the currently selected column forwards. The entry at the top will be displayed as column at the outmost left side of the search result tables. The next entry will be displayed as column on the right side of the first column and so on.
	Moves the currently selected entry backwards.
	Resets all adjustments.
	Closes the dialog box and saves the changes.
	Closes the dialog box without saving the changes.
	Opens the context sensitive online help system.

2.12.4 Options

The menu *Options* is used to configure POWER*play* options like default results limit or the initially activated module.

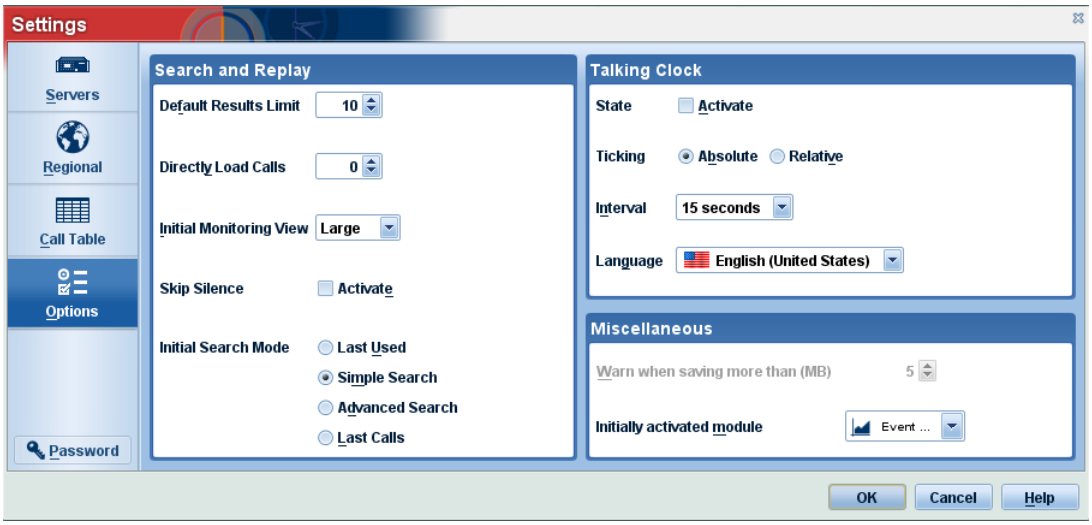


Fig. 60 - Options

Buttons

OK	Closes the dialog box and saves the changes.
Cancel	Closes the dialog box without saving the changes.
Help	Opens the context sensitive online help system.

2.12.4.1 Settings for Search and Replay of Calls

Default Results Limit

The maximum number of search results between 1 and 999 that will be displayed in the search result table.

Directly Load Calls

The number of calls (max. 100), which will be loaded automatically in the player.

Initial Monitoring View

Values:

- Large Icons
- Small Icons
- List
- Details

Determines the display of the individual channels in the Online Monitoring dialog box. For details refer to the description of the Online Monitoring dialog box (section 2.9 - Monitoring) where the channel view may also be selected.

Skip Silence

Check the checkbox if the silence between different calls should automatically be skipped.

Initial Search Mode

Values:

- Last Used
- Simple Search
- Advanced Search
- Last Calls

Select the mode that should be displayed when the application is opened. Use:

- *Last Used*, to open it with the mode that had been open when the application has been closed the last time
- *Simple Search*, to open the POWER*play* with the mode „Simple“ open
- *Advanced Search*, to open the POWER*play* with the mode „Advanced“ open
- *Last Calls*, to open the POWER*play* with the mode „Last Calls“ open

Changes made in the menu will only take effect after restarting the POWER*play*.

2.12.4.2 Talking Clock

Talking Clock

Values	Description
• Activate	Sets the Talking Clock to the default settings.
• Absolute Ticks	The interval of the time announcement is conform to the rounded start time of the call. You will get only even time values.
• Relative Ticks	The interval of the time announcement is exactely conform to the start time of the call. Normally you will get odd time values.
• Interval	Here you can adjust time intervals from 15 seconds to 2 hours.
• Language	Here you can choose the language of the time announcement (English, German or Spanish).

2.12.4.3 Miscellaneous

Warn when saving more than (MB)

Warns when saving big files with the specified value.

Initially activated module

Please select the module which will be activated after starting the POWER*play*:

- Search
- Monitoring
- CCB (Call Collection Box)
- Event Log

2.12.5 Change User Password

Fig. 61 - Change User Password

Click the button *Password* to change the user password. Enter the old password first, then two times the new password (to avoid typos).

HINT

The password will only be changed if the old password has been entered correctly.

2.13 Help

Clicking the button *Help* opens the online help.

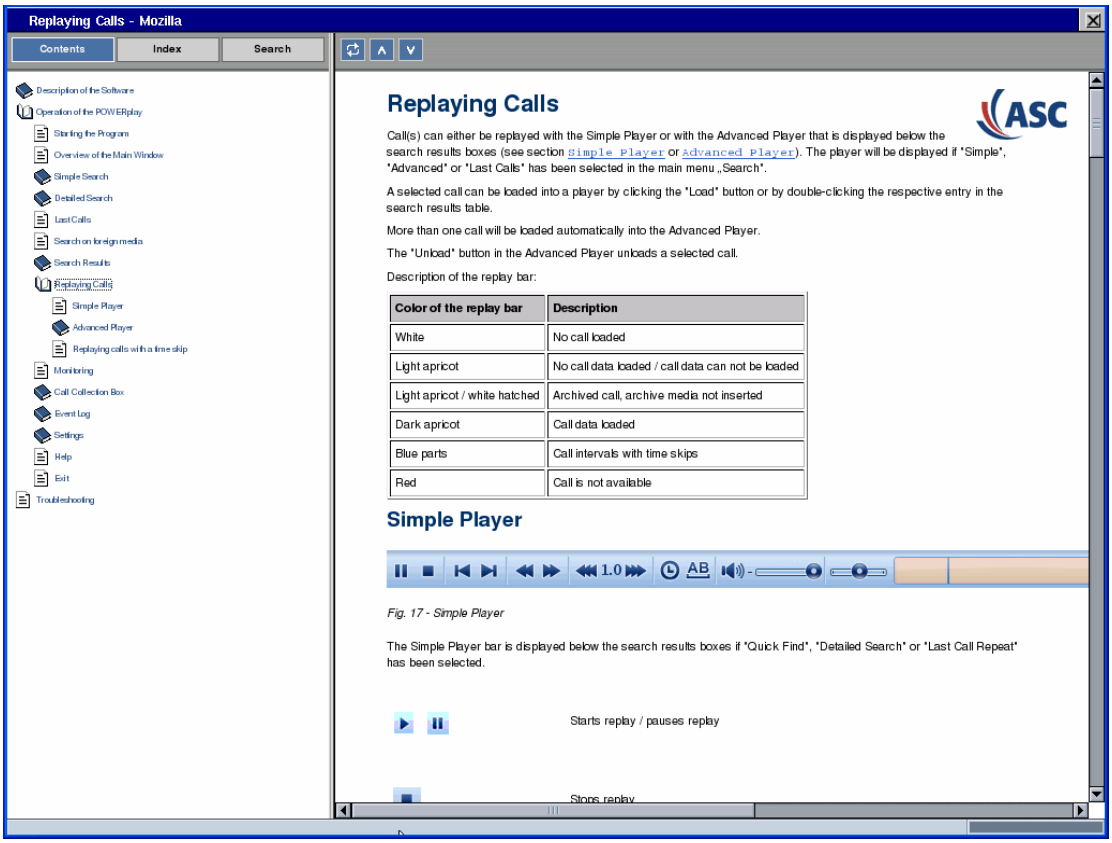


Fig. 62 - Online Help

2.14 Exit

Fig. 63 - Button „Exit“

By clicking the *Exit* button, POWER*play* will be closed and the portal screen appears.

3 Troubleshooting

Problem	To Do
The POWER*play* can not be operated	At first, press the *ESC* button. If this does not solve the problem, press CTRL+ALT+Backspace. Please wait a moment until the Portal has been restarted.